Quick Start & Troubleshooting Guide

TABLE OF CONTENTS

Important Information 3

Computer Basics 4

Safety and Comfort 4
- Safety Precautions 4
- Health Precautions 4

Getting to Know your Computer 5
- The Keyboard and Mouse 5
- Remote Control (optional) 7
- Your Computer's Drives 8
- Ports and Connectors 10
- Turning your Computer ON or OFF ... 11
- Upgrading your Computer 13

First steps on the Net 15
- Get Connected! 15
- Network connections 16
- Surf the Net! 17

Using Windows and your Software 20
- Windows Welcome Center 20
- Setup my PC 20
- Packard Bell Recovery Backup Creator 20
- Packard Bell Updator 23
- Your Computer's Documentation 23
- Your Software 24
- Playing Multimedia Files 25
- Volume Controls 27

Helpdesk 28

Safe Computing 28
- Maintenance 28
- Updates 32
- Security 32
- Windows Remote Assistance 37

Diagnose & Repair 38
- Top Troubleshooting Cases 38
- Miscellaneous Troubleshooting 44

Restoration and Recovery 52
- Packard Bell Smart Restore 52
- Packard Bell Recovery Program 52

Packard Bell Limited Warranty 56

Regulatory Information 61

Environment 63

Software License 64

Index 65

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IMPORTANT INFORMATION

Thank you for purchasing a Packard Bell computer!

This guide has been designed to introduce you to the features of your computer and assist in your computing experience. It will also help you maintain your computer and troubleshoot in case you encounter a problem.

To make the most of your computer, Packard Bell recommends you perform the actions described below before you start working with your computer.

Setup my PC

To make it easy, Packard Bell has gathered all important setup steps in one application! *Setup my PC* will start automatically when you first turn on your computer, this is an easy step by step process to configure your Internet access, antivirus program, Identity card, etc. (see page 20 for details).

Packard Bell Recovery Backup Creator

Use *Recovery Backup Creator* (or *Recovery DVD Creator*) to copy your computer's recovery data to DVDs. No separate copies of the Windows discs and Microsoft utilities are provided. All the programs are included in your recovery data in a specific partition of your hard drive. Packard Bell recommends you create the recovery DVDs before you start to work with your new computer (see page 20 for details).

Packard Bell Updator

To ensure that your computer has the latest updates for drivers and software, please use the *Packard Bell Updator* program as soon as you have configured an Internet connection (see page 23 for details).

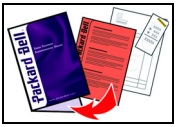
Packard Bell InfoCentre

To discover more about your computer, please make sure you check *Packard Bell InfoCentre*, the electronic user's guide installed on your computer. You need to update the guide at least once online (see page 23 for details).

Packard Bell Website

Remember to visit **www.packardbell.com** often! Check out the **Support** section: it contains our online Troubleshooter, up-to-date information, help, drivers and downloads.

Packard Bell Support



Make sure you write down your computer serial number, date and place of purchase and model name on the cover of this guide. Also, save your proof of purchase. If you call us, please write down any error message causing the problem, and have the computer in front of you and switched on if possible. Having these items to hand when contacting us will ensure better and quicker service.

COMPUTER BASICS

SAFETY AND COMFORT

Safety Precautions

Please follow the guidelines below to use your computer comfortably and to avoid health problems.

Computer Environment

Make sure that the computer:

- ✓ is away from direct sunlight and sources of heat;
- ✓ is away from magnetic fields or any device generating static electricity;
- ✓ is kept at least 30 centimetres away from a mobile phone;
- ✓ is not in a dusty or damp environment;
- ✓ is not placed on a carpet or any other surface that may have an electrical charge.

Cables

Make sure that:

- ✓ cables are not strained and that there is no risk of people walking or tripping over them;
- ✓ other devices do not crush the cables;
- ✓ power cords are connected to a grounded electrical outlet;
- ✓ the power outlet is easily accessible and as close to the computer as possible (do not overload it with too many adapters).

Cleaning your Computer

- ✓ Always unplug your computer from the power outlet before cleaning it;
- ✓ do not use liquid or aerosol cleaners, use a damp cloth instead;
- ✓ never spray cleaning product directly on the screen;
- ✓ if dust has accumulated inside your computer, do not use a vacuum cleaner to remove it;
- ✓ if you spill liquid on your computer or any device attached to it, switch it off immediately, unplug the power cord and make sure it is completely dry before switching it on again. Wait overnight if necessary.

Health Precautions

- ✓ If you work or play for hours at a time, then make sure you take regular breaks. Look away from the computer's screen once in a while. Do not use your computer if you are tired.

To use your computer comfortably, remember the following:

- ✓ Sit up straight with your back relaxed
- ✓ Adjustable chair
- ✓ Feet flat on floor or on footrest
- ✓ Desk height 60-70 cm from the floor
- ✓ Free space around the computer and devices to allow proper ventilation
- ✓ Top of monitor at eye level
- ✓ Eye distance 45-70 cm from screen
- ✓ Easy access to drives and controls

- ✓ Ensure that the computer's ventilation slots and openings are never obstructed or covered. Do not place the computer on a soft surface (such as a carpet, chair or bed) that may block ventilation slots.

✓ Some disorders of the hands, wrists, arms, neck, shoulders, legs and back may be associated with, or aggravated by certain repetitive actions. To reduce your risk of developing these disorders, type with your wrists straight and your hands and wrists floating above the keyboard. If you experience periods of pain, tingling, numbness or other discomfort, please contact your doctor.

✓ We advise that parents monitor the use of games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, IMMEDIATELY discontinue use and consult your doctor. This may happen even if the person has no medical history of epilepsy.

GETTING TO KNOW YOUR COMPUTER

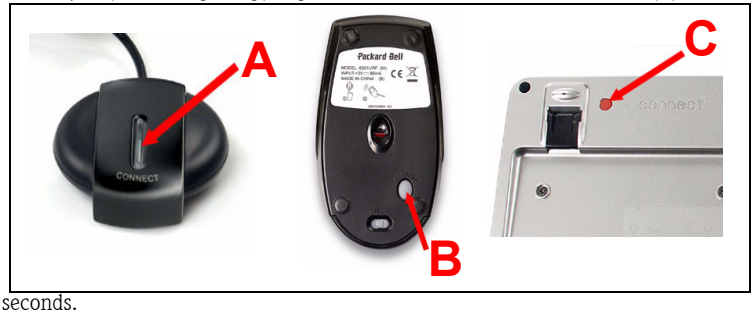
The Keyboard and Mouse

Cordless Devices

The cordless mouse and keyboard normally connect automatically as soon as you turn your computer on. However, if the cordless mouse and keyboard do not work after installation, you should try to manually establish communication with the receiver.

Note: *The Keyboard/Mouse and Receiver shown below may not be the same as the Keyboard/Mouse supplied with your computer. Check your InfoCentre documentation to see your Keyboard/Mouse specifications if they are different from those shown below.*

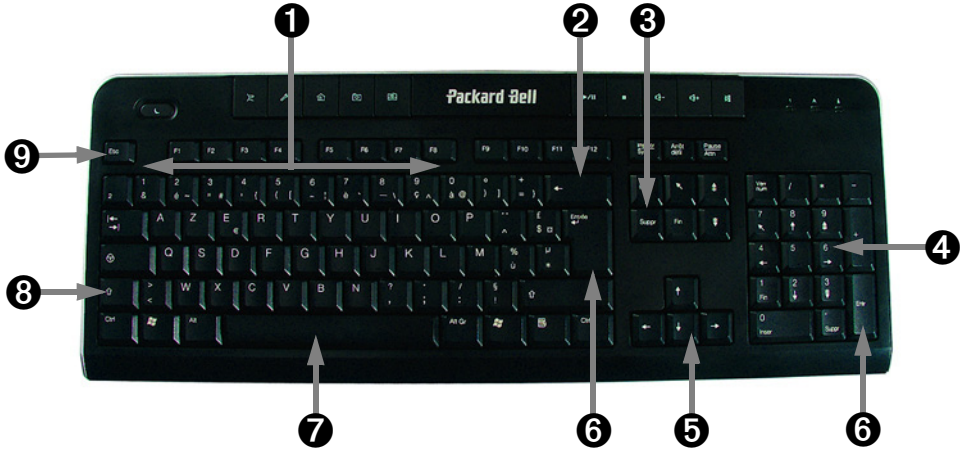
1. First check that the batteries for the keyboard and mouse are inserted correctly.
2. Then identify the mouse:
   - Press the *connect button* on the receiver (A).
   - Turn the mouse over.
   - Use a thin object (such as a pen tip) to press the *connect button* on the mouse (B).



3. Wait 20 seconds.
4. Identify the keyboard:
   - Press the *connect button* on the receiver (A).
   - Turn the keyboard over.
   - Use a thin object (such as a pen tip) to press the *connect button* on the keyboard (C).

Keyboard

The keyboard is used to enter text or commands. The functions of the keys depend on the program you are using. The keyboard displayed in this guide is just an example. The layout of your keyboard may vary slightly. For a full description of your keyboard, please refer to ***InfoCentre.***



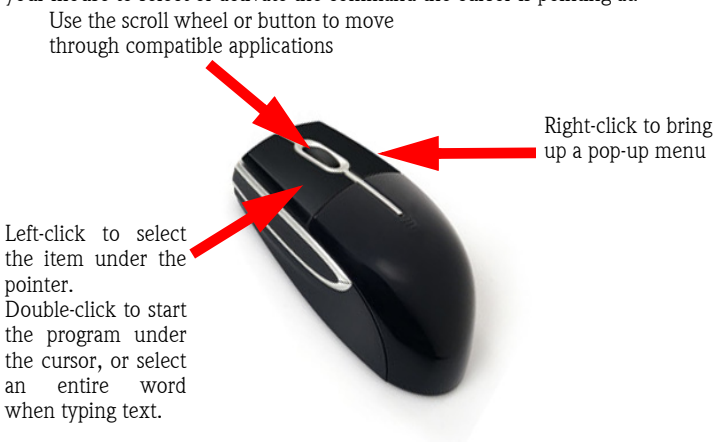
1. **Numbers:** Used to enter numbers and special characters. Press [**Shift**] simultaneously for characters on the top and press [**Ctrl**] + [**Alt**] for characters on the right.
2. **Backspace:** Used to go back one space and delete the last key pressed.
3. **Del:** Deletes characters to the right of the cursor or any highlighted item.
4. **Numeric keypad**: Functions as a second set of cursor keys. Press the [**Numlock**] key to enter numbers.
5. **Arrow keys:** Move the cursor up, down, left and right.
6. **Enter:** Press to enter a command, insert a paragraph break in a text or accept a chosen option.
7. **Space:** used to enter an empty space in your text.
8. **Shift:** Use simultaneously with a letter key to enter capital letters.
9. **Esc:** Cancels most current tasks.

Multimedia Keys (on selected keyboards)

1. Activate Standby (sleep) mode.
2. Go to Packard Bell online services: Shopping, Support, Homepage.
3. Display your Favorites.
4. Launch Internet
5. Multimedia controls: play/pause, stop
6. Volume controls: Volume-/+, mute

Mouse

The mouse controls the arrow on the screen. This arrow is called the pointer or the cursor. When you move the mouse over a hard and flat surface, the pointer will follow this movement. Click one of the buttons on the top of your mouse to select or activate the command the cursor is pointing at.


Use the scroll wheel or button to move through compatible applications
Right-click to bring up a pop-up menu
Left-click to select the item under the pointer.
Double-click to start the program under the cursor, or select an entire word when typing text.

Improve the motion and visibility of the pointer! Click on **'Start' > Control Panel > Mouse > Pointer Options**.

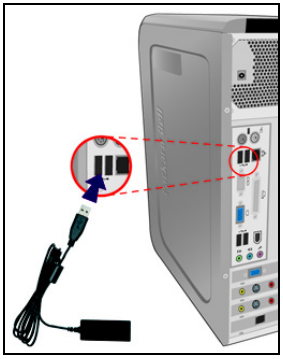
Remote Control (optional)

Enjoy all your favourite digital entertainment in one place with the easy-to-use media center menu system (see page 25) and remote control!

Installing the Remote Control and optional receiver

Before starting *Windows Media Center* (see page 25), prepare the remote control.

1. If your computer does not feature an internal infrared receiver, a USB receiver is required. If supplied, connect the USB receiver to a USB port on the computer.
2. Insert the batteries into the remote control; check the batteries are orientated correctly.



Remote Control Functions

1. Power ON/OFF or Quick Resume mode (if your computer features Intel® Viiv™ technology)
2. Pause
3. Record
4. Stop
5. Fast rewind
6. Fast forward
7. Skip - (go to previous chapter/track)
8. Skip + (go to next chapter/track)
9. Back
10. Info
11. Direction keys (up, down, left, right)
12. Start (Windows key)
13. Volume up/down
14. Program up/down
15. Mute sound
16. Record TV
17. DVD menu
18. Guide
19. Live TV
20. Number keys
21. Clear
22. Enter
23. Teletext (launch Teletext while in TV mode)
24. Teletext selection (red, green, yellow, blue)
25. Play
26. My TV*
27. My Videos*
28. My Music*
29. My Pictures*

** optional*

Note: *If your computer is equipped with* ***Intel® Viiv™ technology****, you will be able to use the* ***Intel® Quick Resume*** *mode. This means you can quickly turn your system on and off (after initial boot-up) using the* ***Power*** *button on your remote control or computer.*

Your Computer's Drives

The drives described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that it is limited to these drives. To view documentation specific to the model you have purchased, please check *Packard Bell InfoCentre*.

Memory Card Reader

Memory cards are used in a wide selection of digital cameras, PDAs, MP3 players and mobile phones. Selected computers include an "all-in-one" memory card reader that allows you to read and write the most common types, such as CF (Compact Flash®), IBM Microdrive™, SM (Smart Media™), MMC (Multi Media Card™), SD (Secure Digital)™ or MS (Memory Stick®).

Formatting a Memory Card

Before using a card for the first time, it should be formatted.

1. Insert your card in the corresponding slot and click on **'Start'** > **Computer**.
2. Right-click on the card icon and select **Format**.
3. Click on **Start** in the format window and then click on **OK**.

Removing a card from an External Card Reader

1. Click on the **Safely Remove Hardware** icon in the Notification Area (next to the clock).
2. Click on **Safely remove USB Mass Storage Device**.
3. Wait until a *Safe to Remove Hardware* message is displayed.
4. Remove the card.

Optical Drives

An optical drive is able to read from (or write to) a variety of CD or DVD discs (e.g. Audio CD, CD-ROM, DVD).

Read-only (ROM) drives

Some optical drives are only able to read information from a disc, they cannot be used to store new information. These drives can be used to watch films, install programs and read data such as photos or music.

Recordable (R) or Re-Writable (RW) Drives

In addition to reading data from compatible discs, the optical drive(s) provided with your computer may be able to write (or 'burn') information to appropriate discs. You can use these drives to duplicate your CDs, create your own music compilations, digital photo albums or keep a safe copy of your valuable data. Disc recording software must be used to write information to recordable discs.

Note: *Before copying a CD, make sure that its content is not protected by Trademarks and Copyrights, and that you are authorised to replicate it. In most countries you are allowed to make an archival backup of software or copy music for your own personal use.*

Disc Compatibility for Recordable Drives

- DVD±RW Writer: DVD±RW drives (or DVD Dual drives) can write to recordable CDs, recordable DVDs ('-' or '+').
- Double-Layer DVD-RW Writer: Double-Layer DVD-RW drives (or DVD+R9 DL drives) can write to recordable CDs and single- or double-layer recordable DVDs.
- Blu-ray Combo Drive: Blu-ray Combo drives can write to recordable CDs, all 'standard' recordable DVDs (but not 'HD' DVDs) and may read from (but not write to) Blu-ray discs.
- Blu-ray Writer: Blu-ray drives can write to recordable CDs, all 'standard' recordable DVDs and recordable Blu-ray discs.

Note: *Discs and devices that use the HD DVD standard may not be used with Blu-ray devices.*

Precautions

✓ If a program needs a disc, insert the disc into the drive before you start the program.
✓ Do not force a disc into the drive; make sure the disc is correctly inserted, then close the disc tray.
✓ Do not eject the disc without first closing the program that is using the disc. This could potentially cause your computer to stop responding. Should this happen, restart your computer by using the *Windows Task Manager*.
✓ If the tray does not eject, you may try to open it manually:

1. Switch your computer off.
2. Carefully insert a straightened paper clip into the emergency eject port (if available). Do not use a pencil as the lead may break inside the eject port and damage the drive.

✓ Keep the disc tray closed whenever you are not using the drive. Do not touch the optical lens in the drive, if the lens is dirty, the optical drive may not function correctly.
✓ Do not wipe the lens with a normal cloth. Use a cotton swab to gently clean the lens.
✓ The optical drive is classified as a Class 1 laser product.

Note: *This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Macrovision, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.*

Ports and Connectors

The ports and connector types described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that it is limited to these ports. To view documentation specific to the model you have purchased, please check *InfoCentre*.

Precautions

✓ Before you attach any device, check the installation instructions that were supplied with it.
✓ Do not remove a device if the computer is using it.
✓ Most devices may be added or removed while the computer is on. They will be detected and installed automatically. However, they must be deactivated before they can be removed from the computer (for example, see *Removing a card from an External Card Reader* on page 9).

Legacy Ports

PS/2 - Connect a mouse and keyboard to these connectors.

Caution: **Unlike most connectors, you must turn off your computer before adding or removing a legacy-device.**

Communication Ports

Network - Connect your computer to a network ('LAN') or certain high-speed Internet connections.

Modem - An internal fax/data modem connects you to the Internet over a dial-up connection.

A network port looks very similar to a modem port; they are often situated near each other. The network port is slightly larger than the modem port.

Warning: **In thunderstorm conditions, make sure that you disconnect all your connection cables; unplug the modem from the telephone line, the TV port from the aerial socket and any network cable. A lightning strike to nearby telephone lines or an aerial could damage your modem, network or TV card or even your whole computer. Please note that the product warranty does not apply if damage to your computer is the result of a lightning strike.**

Expansion Ports

USB (Universal Serial Bus) - USB ports allow you to connect many peripheral devices to your computer (for example: keyboard, printer, scanner).

IEEE 1394 (FireWire) - An IEEE 1394 port (aka FireWire™ or i.LINK) allows you to connect high-speed digital devices to your computer, such as digital video cameras, external hard disk drives, or scanners.

eSATA - An eSATA port allows you to connect a compatible external storage device (usually a hard disk drive) with a high-speed SATA connection.

Display and Audio Ports

VGA Port - Connect to a monitor with a VGA port. The appropriate cable is usually included with the monitor.

DVI Port - Connect to a monitor with a DVI (Digital Video Interface) port. The appropriate cable is usually included with the monitor.

Note: *Many monitors use a 15-pin analogue connection, so you may need to purchase an adapter or a DVI-to-Analogue cable.*

S-Video (TV-Out) Connection - An S-Video TV-Out port allows you to connect a compatible television.

HDMI (TV-Out) Connection - An HDMI TV-Out port allows you to connect a compatible display device (such as a high-definition television) with a single, easy-to-use connector.

Caution: **If you want to use your television's speakers, you must change the audio output or connect the Line-Out port of your computer to your television (or a speaker system).**

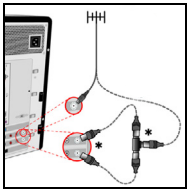
Line-Out - Lets you plug in stereo headphones or powered speakers. Plugging in an audio device disables any built-in speakers.

Microphone - Allows you to connect an external microphone for mono recording or amplification through the unit. Plugging in an external microphone disables the built-in microphone.

Other Connectors

Memory Card Reader - Memory cards are used to store and transfer data by a wide selection of digital cameras, PDAs, MP3 players and mobile phones (see page 8).

TV Tuner - Allows you to connect an aerial and watch analogue or digital television on your computer (see page 25). An adapter may be required to connect to an aerial - if your computer features two TV tuner ports, use a splitter cable to connect both ports to an aerial.



Note: *The TV tuner must be compatible with signals in your area.*

Other Features

Remote Control Receiver - The remote control receiver (Commercial IR) allows you to control the media functions of your computer from a distance when used with a compatible remote control (optional).

Caution: **The sensor is not an 'full' IR port and can only receive signals from a remote control. It cannot be used to communicate with a mobile telephone.**

Turning your Computer ON or OFF

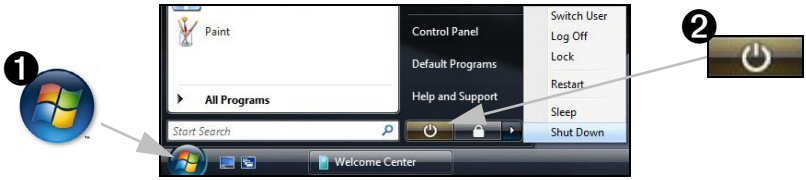
Turning your Computer ON

1. First, switch ON any devices connected to your computer (including a monitor) by pressing the main power button on these devices.
2. Then switch ON your computer by pressing the main power button.

To share the family computer and have your own system settings every time you turn on the computer, you can set up accounts for each user. You can access and modify your accounts at any time by clicking on **'Start' > Control Panel > User Accounts**. To learn more about user account management, please see the section *User Account Control* on page 37.

Sleep mode

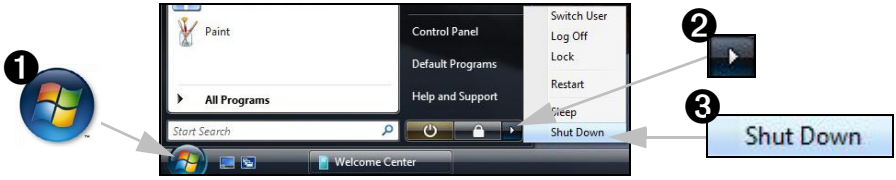
Click on the **Sleep** button to save your session and put the computer in a low-power state so that you may quickly resume working (see the *Power Options* section on page 13 for details).



Note: *You may also put your computer into sleep mode without going to the Windows Start menu. Simply close all your applications and press the power button.*

Turning your Computer OFF

Make sure all applications are closed before you turn off your computer. Turning off your computer will ensure that a data is saved and it will use as little power as possible (there may be a small power drain to charge batteries), however your computer will take longer to start.



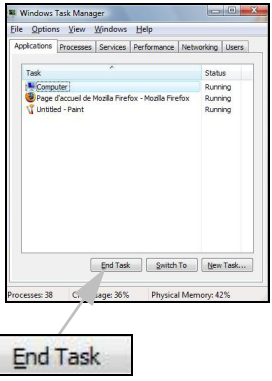
Once the computer has shut down, switch OFF all external devices (such as a monitor) if they have a power button.

Forced Shutdown

If your computer doesn't respond, then try using the *Task Manager*. This utility provides information about your system's performance and displays details about programs and processes running on your computer.

To do so, press the [**Ctrl**]+[**Alt**]+[**Del**] keys simultaneously and select **Start Task Manager** in the pop up menu.

Click on the **Applications** tab, select the task that you want to end and click on **End Task**.



Warning: **If your computer still does not respond, press the computer power button to turn your computer off. Keep this button pressed until all of the LEDs turn off and wait for roughly 30 seconds before turning the computer on again.**

Power Options

The power options of Windows can control your computer's power state and allow you to save energy. Depending on your needs, you can define the power scheme that suits you best. Four power saving modes are provided: **Turn off device**, **Standby**, **Hibernate** and **Sleep**.

The **Sleep** state combines the speed of **Standby** with the data protection features and low power consumption of **Hibernate**. Resuming use when your computer is in the **Sleep** state takes just a few seconds. You can shut down and restart your computer less often. The **Sleep** state not only reduces power consumption, but also helps protect your data.

To learn more about personalising your computer, click on **Start** > **Help and Support.**

Upgrading your Computer

Packard Bell strives to make your computing experience as easy and pleasant as possible. Because your computing needs may evolve, Packard Bell is here to help you choose the right accessories and make the most of your computer.

Memory

Memory (RAM) is a key component of your computer. If you run memory-intensive applications such as image or digital-video editing or 3D games, adding some memory will increase the computer performance and help your computer run faster.

To help you find out the memory module that is best suited to your Packard Bell computer, you can use our online configurator on **www.packardbell.com**! The step-by-step configurator is your best pick to find the right module quickly and easily with no risk of error, at a competitive price.

Storage (e.g. External Hard Disk Drive)

Whether you need additional storage space, need to create backups or need removable storage to carry your data, an external hard disk drive will be a convenient solution to expand your computer. Simply plug it into a USB port and "drag and drop" to transfer your valuable data in a few seconds. To make temporary backups, this is a lot quicker than burning a CD or DVD! High capacity drives are also ideal for storing your favourite music, photos and videos and take them with you everywhere you go!

Visit **www.packardbell.com** to discover our accessories and buy online or locate a store near you!

Convergence

Packard Bell aims at making the most of today's increasingly digital world with products that are ideally suited to popular and emerging digital activities. Our products integrate the best technologies and allow you to benefit from the latest advances, such as broadband Internet, WiFi networking and digital media. Our home entertainment range includes a collection of MP3 players to bring technology and entertainment with you wherever you go!

Visit **www.packardbell.com** today and enter the Lounge, where technology is always stress-free and personally enriching!

Warranty

Packard Bell computers come with a limited warranty. For further peace of mind, optional **PB Care** packs let you extend the standard warranty up to three years (one year + two additional years) and upgrade to on-site service for your computer. For information, please visit **www.packardbell.com**.

If your warranty has expired, or if PB Care packs are not available in your area, don't worry, Packard Bell has the answer. Packard Bell has appointed Authorised Service Centers to provide you with high quality service! You will benefit from the service of experienced technicians, trained on your Packard Bell product.

Recycling

You just bought a new computer or a new monitor and wonder what you can do with your old equipment? Don't just throw it out! Packard Bell encourages you to recycle!

Most computer equipment contains hazardous materials, which are best kept out of landfills. Through recycling, many materials used in computers can be recovered and used again. Many charitable organizations collect computer equipment, other companies can repair and sell used computers.

Please refer to *Regulatory Information* on page 61 to learn more about product disposal.

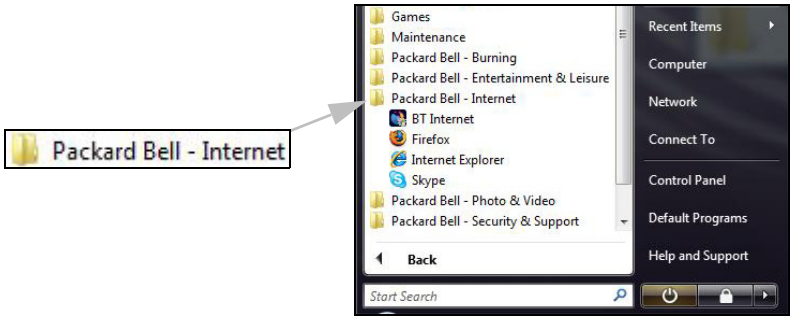
First steps on the Net

Get Connected!

Using the Internet has become natural part of daily computing. To make it easier, Packard Bell has included tools to help you get started!

Internet Service Provider

To get connected, you need to register with an Internet Service Provider (ISP), which supplies the physical connection between your computer and the Internet. Certain computers come with a selection of ISPs already preinstalled.



If you wish to use an ISP that is not proposed, please refer to the instructions supplied with the installation pack from the ISP.

Connection Types

Depending on your computer model, your location and your communication needs, you have several ways to connect to the Internet.

Dial-Up

Most computers include a standard dial-up ('modem') connector. This allows you to connect to the Internet using the telephone line. With a dial-up connection, you cannot use the modem and the telephone simultaneously on a single phone line. This type of connection is recommended only if you have limited use of the Internet as the connection speed is low and connection time is typically charged per hour.

DSL (e.g. ADSL)

DSL (Digital Subscriber Line) is an 'always-on' connection that runs over the phone line. As DSL and phone do not use the same frequencies, you can use your telephone at the same time you are connected to the Internet (this requires a 'micro-filter' on each telephone socket to avoid interference). To be eligible for DSL, you must be located near an DSL-equipped phone exchange (service is sometimes unavailable in rural areas). Connection speeds vary depending on your location, but DSL generally provides very fast and reliable Internet connection. As the connection is always-on, it is generally charged at fixed monthly rates.

Note: *A DSL connection requires an appropriate modem. A modem is usually provided by the ISP when you register. Many of these modems include an 'router' that provides network and Wi-fi access.*

Cable

A cable connection provides fast and 'always-on' Internet service via a cable television line. This service is generally available in large cities. You can use your telephone and watch cable TV at the same time you are connected to the Internet.

Network connections

A LAN (Local Area Network) is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and an Internet connection. You can set up a LAN using wired technologies (such as Ethernet) or wireless technologies (such as WiFi or Bluetooth).

Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless network is easy and allows you to share files, peripheral devices and an Internet connection.

Note: *More detailed information is available in the InfoCentre wireless networks tutorial.*

What are Benefits of a Wireless Network?

Mobility

Wireless LAN systems allow allows you and other user's of your home network to share access to files and devices connected to the network, for example a printer or scanner.

Also you can share an internet connection with other computers in your home.

Installation Speed and Simplicity

Installing a wireless LAN system can be fast and easy and eliminates the need to pull cables through walls and ceilings.

Components of a Wireless LAN

To set up your Wireless network at home you need to have the following:

Access point (router)

Access points (routers) are two-way transceivers that broadcast data into the surrounding environment. Access points act as a mediator between wired and wireless network. Most routers have a built-in DSL modem that will allow you access to a high speed DSL internet connection. The ISP (Internet Service Provider) you have chosen normally supplies a modem/router with the subscription to their services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

Network Cable (RJ45)

A network cable (also called RJ45 cable) is used to connect the host computer to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

Wireless Adapter

This is connected to the computer that you wish to connect to your network, there are different types of wireless adapter available, the most common are:

USB WiFi adapter: Connects to a free USB port on your computer.

Wireless Expansion Card: This card is installed inside your computer in an available expansion slot.

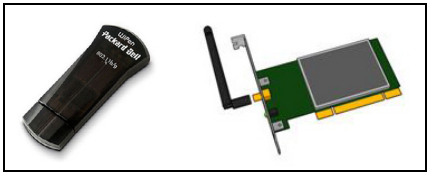
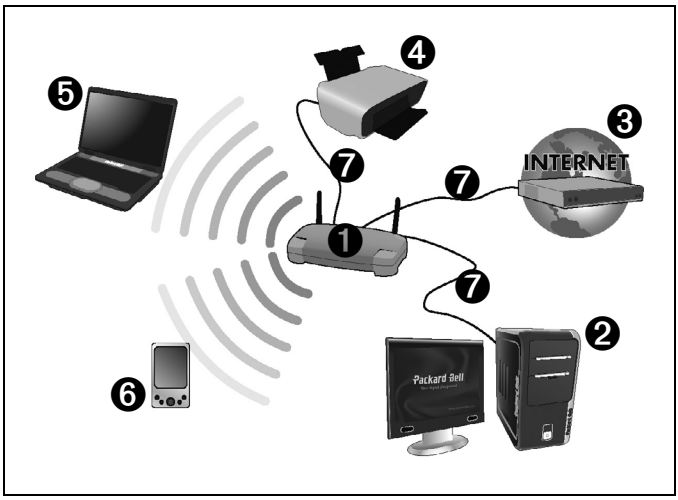


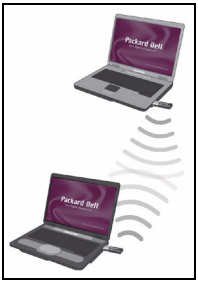
Diagram of a working network

1. Access point/router
2. Desktop computer
3. Modem
4. Printer
5. Portable computer
6. PDA/Smartphone
7. Network cables (RJ45)



Ad-Hoc internet sharing

The Internet Connection Sharing (ICS) feature of Microsoft Windows Vista allows you to share a single Internet connection with multiple computers. Built-in support for IEEE 802.11 wireless LANs (WLANs) allows you to create an ad-hoc wireless network. These two features can be used together to share a wired Internet connection with the members of an ad-hoc wireless network. This is the method of connection if you do not possess an Access Point (router).



Turning On/Off a WiFi Network Connection

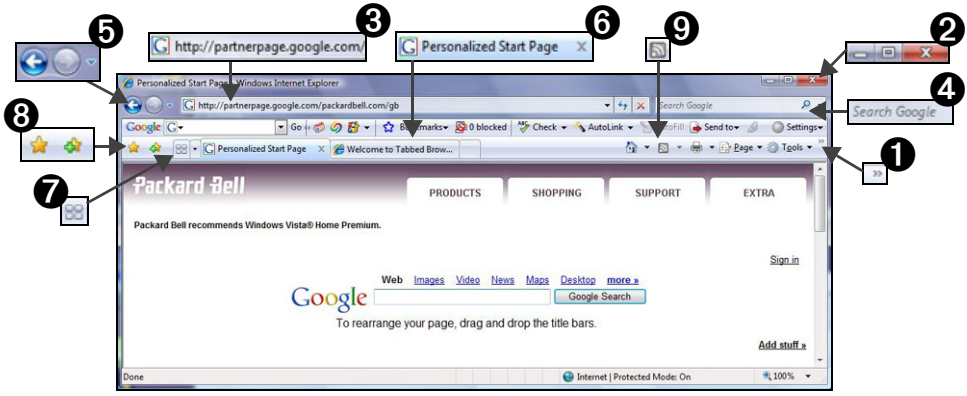
If your computer does not feature a 'WiFi' button, you may turn your wireless network on or off, or control what is shared over the network with the network management options. Click on **'Start'** > **Network** > **Network and Sharing Center.**

Surf the Net!

To surf the Internet, you need a program called an Internet browser. *Internet Explorer* provides an easy and secure web browsing experience. As soon as you have your Internet access installed and you are connected, click on the **Internet Explorer** shortcut located on the Windows desktop and take your Internet experience to a new level!

Internet Explorer features

The image below shows the **Internet Explorer** browser's start page. A brief description of some key aspects of the browser are listed below.



1. Link to the **Help** menu: click to access the Internet Explorer Help section. There you can find information about Internet Explorer and take the Internet Explorer Tour. You may also press **[F1]** on your keyboard.
2. **Reduce**, **maximize** or **close** the window.
3. **Address bar**: Type in an Internet address (ex: **www.packardbell.com**) and press the **Enter** key on your keyboard, this will take you directly to the address you typed.
4. **Instant Search Box**: Search the web without having to open a search provider page. You can customize your search by setting your favorite search provider as the default. Use the dropdown list to choose a provider.
5. **Back** and **Forward** buttons: go back one page or forward one page while you are browsing.
6. **Tabs**: View multiple sites in a single browser window by switching from one site to another through tabs at the top of the browser frame.
7. **Quick tabs**: Select and navigate through open tabs by displaying thumbnails of them all in a single window.
8. **Favourites Center**: Manage your favourite websites, your browsing history and your RSS Feed subscriptions in just a few clicks.
9. **RSS feeds**: allow you to keep up with your favourite websites in an automated manner. An illuminated icon on the toolbar indicates that the site offers a feed to which you can subscribe, in order to be notified when content is updated. Your browser delivers the information to your Favourites Center. Now you can read news headlines, sports scores, etc. as soon as they arrive.

Caution: Internet Explorer includes a _Phishing Filter_ that warns you about and helps to protect you from potential or known fraudulent websites (sites that look legitimate but actually are designed to capture your personal information). The address bar will turn yellow and a warning message will be displayed if you visit a suspected phishing site.

Google Desktop (optional)

Google Desktop™ is a free pre-installed application that allows you to easily search and personalise your Packard Bell computer. **Google Desktop** provides full-text search over your email, files, music, photos, chats, Web pages you've viewed, and more. By making your computer searchable, **Google Desktop** puts your information easily within your reach and frees you from having to manually organise your files. **Google Desktop** also helps you gather new information from the Internet with **Sidebar** and **Google Gadgets**, visually appealing mini-applications that can display anything such as your new email, the local weather forecast to personalised news. With **Google Desktop**, you get

personalised information when you want it, right on your computer's desktop. Simply click on the *Google Desktop search* icon to start the program.

Picasa (optional)

Google's photo organiser, Picasa™, is also installed on your new Packard Bell computer, which means you can easily find, edit and share all your digital photos.

This is the software that should have come with your digital camera. Each time you open **Picasa**, it automatically locates all your pictures (even the ones you forgot you had) and sorts them into visual albums organised by date with folder names you know. You can drag and drop to arrange your albums and make labels to create new groups. **Picasa** also makes advanced editing simple by putting one-click fixes and powerful effects at your fingertips. You can find **Picasa** in the list of installed programs: click on **'Start'** > **All Programs** > **Packard Bell - Photo/Video** > **Picasa**.

*Note: To learn more about **Google™** products and features, visit **www.google.com**.*

Packard Bell Website

To get you started why not visit our website, **www.packardbell.com.**

(Click on *Select your country* on the top of the page)

Packard Bell is dedicated to provide you with on-going personalised support. Check out our **Support** section to get help tailored to your needs:

- ✓ The *Identification* section can recognize your computer serial number and instantly give you all information specific to your computer!
- ✓ The *Troubleshooter* can help you find solutions in case you have a problem with your computer (may not be available in all countries).
- ✓ Enter keywords in the *Search* box and find all the support articles related to your search!
- ✓ Enter the *Downloads* area to search for and download driver updates for your computer, as well as patches and upgrades for programs and firmware.
- ✓ Share your experiences with other Packard Bell users and find help in the *User Forum*.
- ✓ You can also search for product information by range or category, read about your warranty and find contact information.

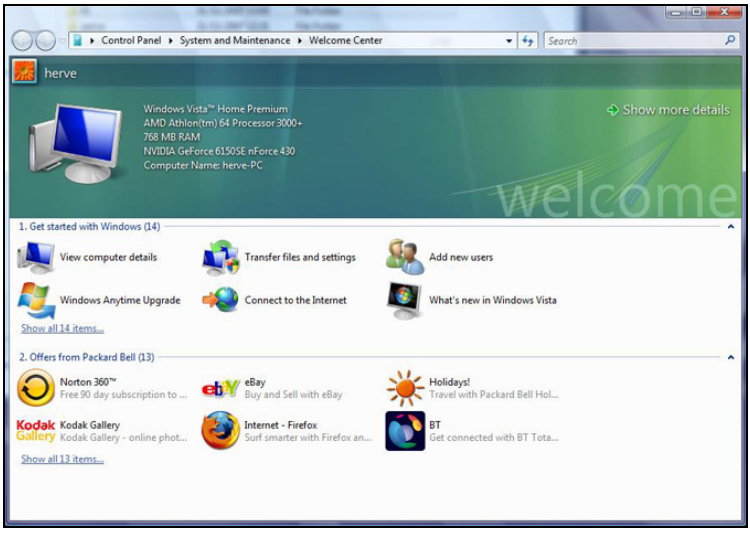
To learn more about the latest technologies offered by Packard Bell, check out our *Product Showroom*. With the *Shopping* section, you can also locate a store near you, or get the latest Packard Bell products delivered straight to your home in a few clicks!

www.packardbell.com is your gateway to a world of online activities and services: visit us regularly for the latest information and downloads!

USING WINDOWS AND YOUR SOFTWARE

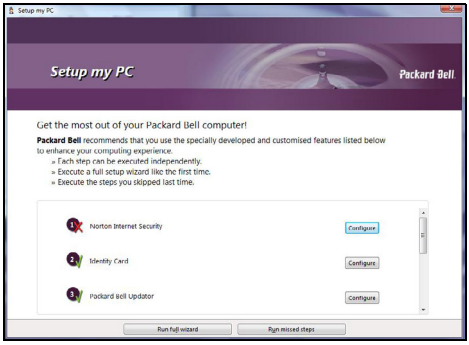
Windows Welcome Center

The first time you turn on your computer, the **Welcome Center** window opens. The **Welcome Center** introduces you to the new features and tools of **Windows Vista**. You can access the **Welcome Center** at any time by clicking on **'Start'** > **Control Panel**.



Setup my PC

To make it easy, Packard Bell has gathered all important setup steps into one application called *Setup my PC*. The *Setup my PC* application will automatically start when you first turn on your computer. A wizard will guide you through the steps to install your Internet access, antivirus software, telephone and gaming programs, *Recovery Backup Creator*, and print your *PC Identity Card*. Simply select the items you wish to install and follow the prompts!


Setup my PC
Setup my PC
Packard Bell
Get the most out of your Packard Bell computer!
Packard Bell recommends that you use the specially developed and customised features listed below to enhance your computing experience.
» Each step can be executed independently.
» Execute a full setup wizard like the first time.
» Execute the steps you skipped last time.
Norton Internet Security
Configure
Identity Card
Configure
Packard Bell Updator
Configure
Run full wizard
Run missed steps

Note: *The number of options may differ according to your computer model and region.*

Caution: **Even if you do not use *Setup my PC*, you should use the *Recovery Backup Creator* as early as possible.**

Packard Bell Recovery Backup Creator

The recovery backup creator (*Recovery DVD Creator* or *Recovery Disk Creator*) allows you to make a safe copy of the recovery data stored on your hard disk drive.

Note: *Certain computers are provided with Recovery DVDs instead of the recovery data on the computer's hard disk drive. In this case, the Recovery DVD Creator program is not required. See page 52 for information on using the Recovery DVDs.*
If your computer was not originally equipped with a DVD writer, and Smart Restore proposes the ***Create my Recovery disk*** *option (instead of the Recovery DVD Creator) then you may copy the recovery data to an external USB hard disk drive.*

Please read carefully before using the recovery backup creator:

- ✓ The recovery data contains all the programs that were originally supplied with your computer, including your operating system.
  No separate copies of the Windows discs and Microsoft utilities are provided.
- ✓ The Recovery DVDs that you create will only contain the software that was originally on the hard disk of your computer when it left the factory. Your personal files and other software that you have installed will not be copied.
- ✓ This operation takes time. During the whole process, do not shut down the computer or run any other programs.
- ✓ Should a power failure occur while you are creating your recovery disk, please restart the recovery backup creator at the earliest opportunity.

If you are creating ***Recovery DVDs****, you will need:*

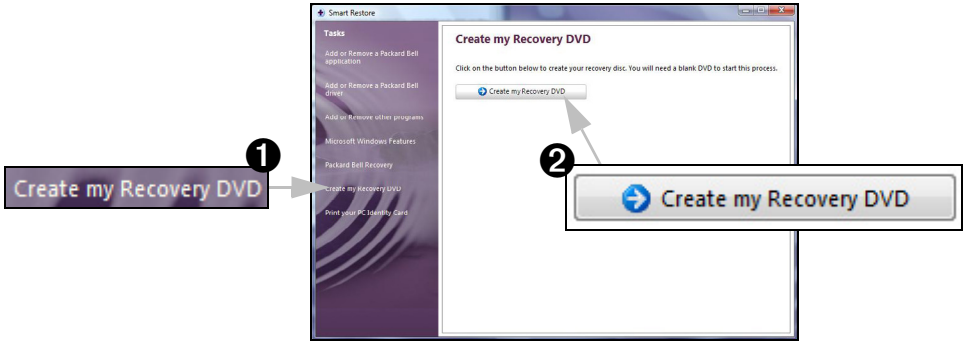
- ✓ At least one blank recordable DVD; do not use rewritable DVDs.
- ✓ A CD marker pen to label your discs. Do not use stickers on the disc faces.

If you are creating a ***Recovery Disk****, you will need:*

- ✓ An external USB hard disk drive capable of holding at least 8GB (exact size needed depends on your computer's configuration).
- ✓ Certain external disks are not compatible with the recovery process. Once created, always test the disk to check compatibility with the recovery process (see page 22).

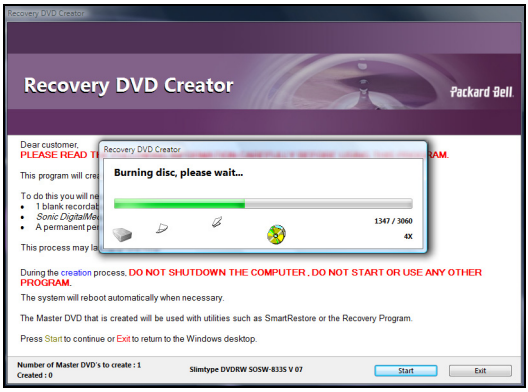
Creating your Recovery Disk

To create a recovery disk, open *Smart Restore*, select **'Start' > All Programs > Packard Bell - Security & Support > Smart Restore**. Select *Create my Recovery DVD* (or in some cases *Create my recovery disk*) then click on the *Create my Recovery DVD* button to start the process. Throughout the process, you will be guided by on-screen instructions. Please read them carefully!


Smart Restore
Tasks
Add or Remove a Packard Bell application
Add or Remove a Packard Bell driver
Add or Remove other programs
Microsoft Windows Features
Packard Bell Recovery
Create my Recovery DVD
Print your PC Identity Card
Create my Recovery DVD
Click on the button below to create your recovery disc. You will need a blank DVD to start this process.
Create my Recovery DVD
1
Create my Recovery DVD
2
Create my Recovery DVD

Creating Recovery DVDs

1. The program will create one disc at a time. A counter in the lower left part of the windows indicates the number of discs to create as well as the number of discs created so far. When it is finished, the program will check each disc for errors.


Recovery DVD Creator
Packard Bell
Recovery DVD Creator
Burning disc, please wait...
1347 / 3060
4X
During the creation process, DO NOT SHUTDOWN THE COMPUTER, DO NOT START OR USE ANY OTHER PROGRAM.
The system will reboot automatically when necessary.
The Master DVD that is created will be used with utilities such as SmartRestore or the Recovery Program.
Press Start to continue or Exit to return to the Windows desktop.
Number of Master DVD's to create : 1
Created : 0
Slimtype DVDRW SOSW-833S V 07
Start
Exit

2. Label your Recovery DVD (Recovery DVD 1, 2, etc.). Use a CD marker pen to write on the disc's label side. Do not use stickers on the disc faces.
3. Store your Recovery DVDs in a safe place. They contain the recovery data of your computer.
   Please refer to the *Packard Bell Recovery Program* section (page 52) if you need to use your recovery data.

Creating a Recovery Disk

1. Select *Copy backup data to USB disk*.
2. Click on a disk or partition that will be used to store the recovery data and click on **Ok** (a disk may be divided into one or more partitions).
3. The program will check that there is enough space available on the selected disk. If there is not enough space, either remove some files from the disk or use a disk with a higher capacity.
4. Remove the disk from your computer (using the remove hardware icon in the notification area) and label it *Recovery Backup*.
5. Store the disk in a safe place. It contains the recovery data of your computer.
   Please refer to the *Packard Bell Recovery Program* section (page 52) if you need to use your recovery data.

Test the Recovery Disk

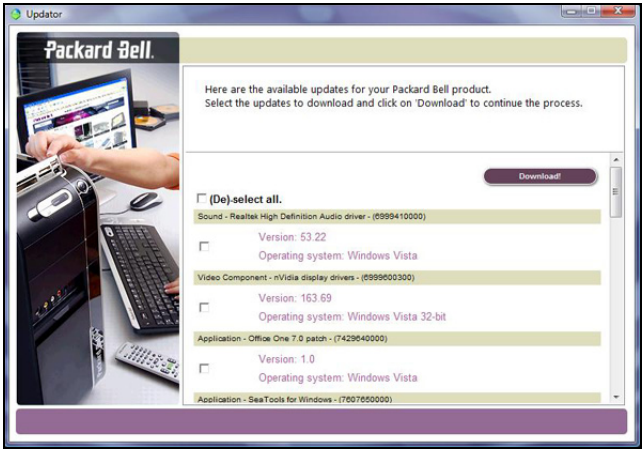
As there are a wide variety of external disks, you should always test the Recovery Disk to ensure it is compatible with the recovery process. Start the *Recovery Program*, as described on page 53.

- If the *Packard Bell Recovery Menu* is displayed then the disk is compatible and you may store it for future use. Select **Exit**, disconnect the disk and restart your computer.
- If you do not see the *Packard Bell Recovery Menu*, ensure the disk uses a *primary* partition (not *extended*), or use a different disk and start the recovery backup creator again.

Packard Bell Updator

To ensure that your computer has the latest available updates for drivers and software, please use the *Packard Bell Updator* program as soon as you have configured an Internet connection.

1. Click on **Start** > **All Programs > Packard Bell - Security & Support > PBUpdator** or double-click the **PBUpdator** icon on the desktop and follow the instructions that are displayed.
2. *Packard Bell Updator* will search the Packard Bell support website for updates based on your system's serial number and display a list of available updates.


Updator
Packard Bell
Here are the available updates for your Packard Bell product.
Select the updates to download and click on 'Download' to continue the process.
Download!
(De)-select all.
Sound - Realtek High Definition Audio driver - (6999410000)
Version: 53.22
Operating system: Windows Vista
Video Component - nVidia display drivers - (6999600300)
Version: 163.69
Operating system: Windows Vista 32-bit
Application - Office One 7.0 patch - (7429640000)
Version: 1.0
Operating system: Windows Vista
Application - SeaTools for Windows - (7607650000)

3. Select the updates you wish to download and then install them.

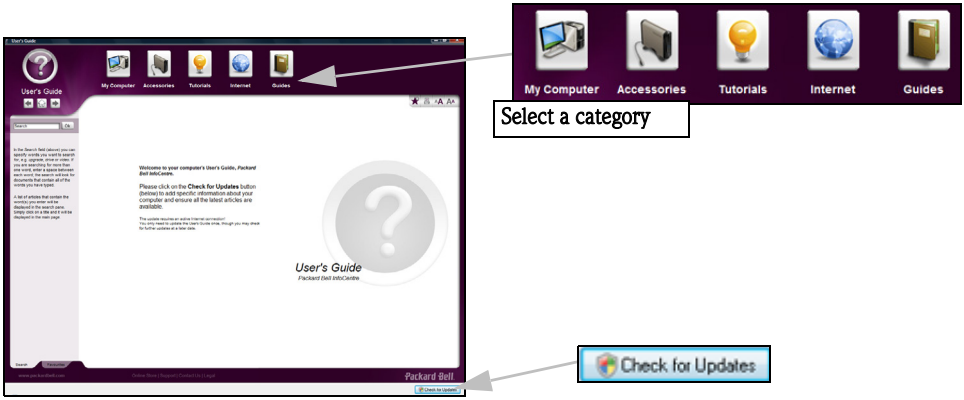
Note: *We recommend that you use this tool on a regular basis.*

Your Computer's Documentation

User's Guide (Packard Bell InfoCentre)

This guide is not the only reference for information about your computer! *InfoCentre*, your electronic user's guide contains information for your computer, giving you the help you need directly on your screen. You need to update this electronic user's guide in order to have specific information for the computer you have purchased.

To open *InfoCentre*, double-click on the **User's Guide (Packard Bell InfoCentre)** icon on the desktop or click on **'Start'** > **All Programs > Packard Bell - Security & Support > Packard Bell InfoCentre**.



To update the contents of the **User's Guide** (you will need an internet connection) simply click on the ***Check for updates*** button on the InfoCentre welcome page (see image above).

The updates will be downloaded from Packard Bell and automatically installed on your computer. Your updated version of InfoCentre will contain detailed specific information on your computer's configuration.

The *My Computer* button contains all the technical information about your computer's components and useful tips on how to upgrade your computer.

Other buttons give you access to additional information, such as tutorials on performing day-to-day tasks and tips and information on using the Internet.

Note: *The number of categories and titles available may differ according to the computer you purchased.*

Remember to update your **InfoCentre** to have the latest information available! You should also make regular visits to **www.packardbell.com** and check out the **Support** section: it contains up-to-date information, help, drivers and downloads.

Software Documentation

Most of the applications preinstalled on your computer by Packard Bell feature a documentation file.

Note: *If you need help while using a program, press [**F1**] on your keyboard, or click on **Help** or the Help icon (typically a **?** sign).*

Your Software

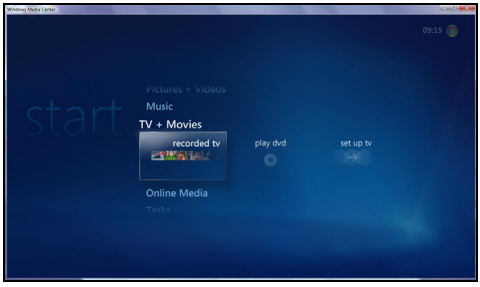
Where is my Software?

Packard Bell computers include a range of software applications. The types of programs and categories available on your computer depend on the model you purchased.

Your software can be found:

- ✓ Preinstalled: your software is ready to use or to set up. However, some titles require a CD or DVD to run (typically, games or encyclopædia). You will find these discs in your computer's packaging.
- ✓ On a CD or DVD: the software first needs to be installed. To do so, insert the installation CD or DVD. An installation wizard will start automatically and all you have to do is follow the instructions on the screen.

Playing Multimedia Files



You may use the media software on your computer to play music, films or photo slide-shows and watch television (if your computer has a TV tuner). Other options allow you to create CDs or DVDs.

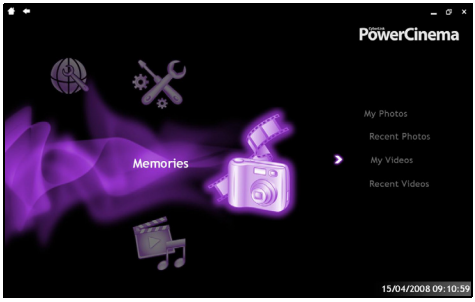
One or more media programs are installed on your computer, *Windows Media Player* and optionally *Windows Media Center* are provided by Microsoft. Other media programs may have been installed by Packard Bell to provide an improved media experience.

Windows Media Player

Windows Media Player may be used to play MP3 or WMA audio files, CDs or most video files.

Note: *It is not recommended that you use Windows Media Player to play DVD movies. Other media players (such as PowerCinema) provide additional playback options.*

Windows Media Center or PowerCinema



Certain computers also include all-in-one media 'centers' such as *Windows Media Center* or *PowerCinema*. These programs can handle a variety of multimedia content, presented with simple menus that may be easily controlled with a remote control. You may watch live or recorded TV (if your computer has a TV tuner), listen to digital music, view pictures and personal videos, create CDs and DVDs, or access content from online services.

To start the media program installed on your computer, either click on **'Start' > Windows Media Center** or **'Start' > All Programs > Photo/Video > PowerCinema**.

Setup

Caution: **If your computer includes a remote control (page 7) or TV tuner (page 11) they must be connected and active before starting the media program for the first time.**

The first time you start the media program, it will start a setup wizard, which will configure some basic settings. If available, select the *Express setup* option, you may then configure additional options as needed.

Note: *If you have an Internet connection, the* ***Guide*** *(Electronic Program Guide) allows you to view a list of current TV shows. This shows channel and network information, as well as the title, description and scheduled broadcast time of shows.*

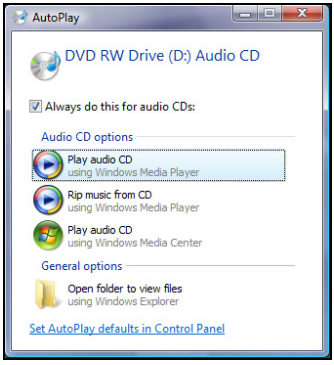
Check out the **Help and Support** section.
Click on **'Start'** > **Help and Support** > **What's new? > Windows Media Center**.

TotalMedia Theatre (for Blu-ray)

If your computer is equipped with a Blu-ray drive, you may watch Blu-ray movies with *TotalMedia Theatre*. You may start *TotalMedia Theatre* by inserting a Blu-ray disc and waiting for the program to start automatically, with *TotalMedia Extreme* (select the *Play* option) or with *Windows Media Centre* (select the *Play BD* or *Blu-ray* option).

AutoPlay

The Windows **AutoPlay** function allows you to choose the way Windows handles media files on devices with removable storage (digital camera, CD, DVD, etc).



If you have inserted a disk that contains files (such as a DVD, USB key or memory card), Windows will display a dialogue box and ask you to choose how you want to open the files.

For example, if you have inserted an audio CD or a DVD movie, Windows will automatically display a dialogue box and ask you to choose how you want to play it. If Windows asks you to select a DVD player, we recommend that you always choose the DVD player included with your software collection (e.g. **PowerCinema** or **Windows Media Center**).

Playing downloaded files

Downloaded files may work with the media programs installed on your computer, or may require specific programs. Files that include DRM functions may only play in specific programs (e.g. iTunes, Windows Media Player) or only on devices certified for use with the each type of file. Other formats may require a specific audio or video *codec* that may not have been installed on your computer.

Codecs

A codec is software that is used to **co**mpress or **dec**ompress a digital media file, such as a song or video. Windows Media Player and other programs use codecs to play and create digital media files.

For example, when you rip a song from an audio CD to your computer, the player uses the Windows Media Audio codec to compress the song into a compact WMA file. When you play that WMA file (or any WMA file that might be streamed from a Web site), the media player uses the Windows Media Audio codec to decompress the file so the music can be played through your speakers.

Why do I get a message that says my computer is missing a codec?

If you get a message that says that your computer is missing a codec, it may be because you are using a file that was compressed using a codec that Windows or the media player does not include by default. In many cases, you can download and install the missing codec by clicking on the Web Help button in the error message.

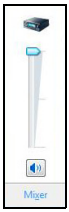
Please also see **Windows Help and Support** for more information.

Volume Controls

Apart from the volume controls on your computer, keyboard, monitor or speakers (depending on your equipment), you can also adjust the volume and balance of your speakers from Windows.

Adjusting the Volume

To adjust the volume, simply click on the **Speaker** icon located in the Notification Area, next to the clock.

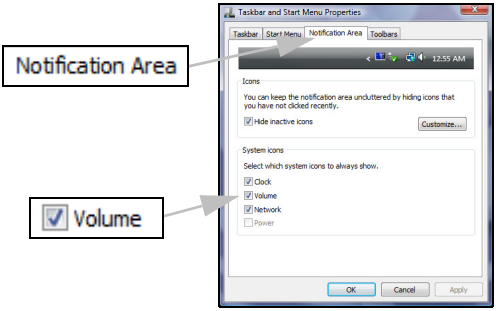


Drag the slider up or down to adjust the volume. Click on the **Speaker** icon to mute the volume. Click again to resume playback.

Click on **Mixer** to access advanced volume control settings.

Note: *If you cannot see the speaker icon:*

- *Click on* ***'Start'*** *>* ***Control Panel > Taskbar and Start Menu.***
- *Select the* ***Notification Area*** *tab.*
- *Place a tick in the* ***Volume*** *box and click* ***OK****.*



HELPDESK

SAFE COMPUTING

To make the most of your new computer and ensure it runs smoothly for a long time, you should use the programs below and regularly perform the actions described in this guide.

Maintenance

Packard Bell Recovery Backup Creator

The recovery backup creator (*Recovery DVD Creator* or *Recovery Disk Creator,* see page 20) allows you to make a safe copy of the recovery data stored on your hard disk drive. Please see the *Restoration and Recovery* section on page 52 for information on using the recovery backup.

Caution: **You should use the *recovery backup creator* as early as possible. The recovery backup is a your computer's most important maintenance tool.**

Recommended maintenance tasks

There are several tasks you should perform periodically (about once per month) to ensure your computer stays in good health:

Error Checking

Using the *Check Disk* tool regularly prevents your system from getting unreliable and information getting lost. It checks and repairs two types of errors:

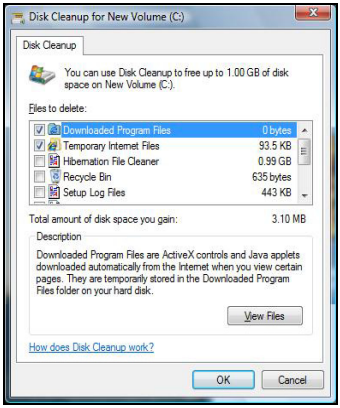
- ✓ file system errors, such as fragmented files that were not deleted and files with invalid sizes or dates;
- ✓ physical errors, which occur in your hard disks so-called cluster and/or sector areas that may wear out over time.

1. Click on **'Start'** > **Computer**. Right-click on the **HDD** icon and select **Properties**.
2. Click on **Tools** and **Check Now** in the Error-checking field.
3. Tick **Automatically fix file system errors** in the options area. If you tick **Scan for and attempt recovery of bad sectors**, your computer will carry out the physical error checking for a few minutes and will need to restart. Click on **Start** to proceed.

Disk Cleanup

The *Disk Cleanup* Wizard helps free up space on your hard drive. It searches your drive and displays unused files, such as temporary Internet files, files in the Recycle Bin and other temporary files that you can safely delete.

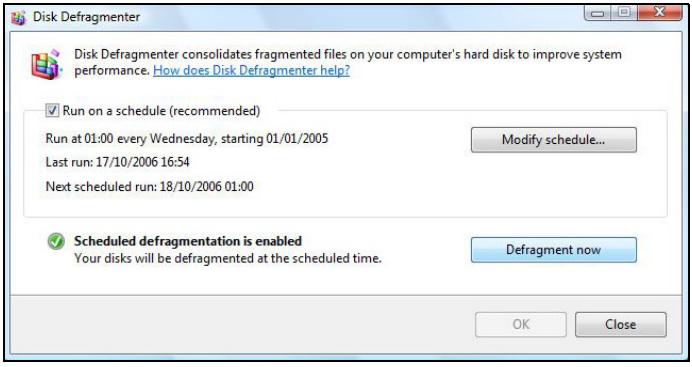
1. Click on **'Start'** > **Computer**. Right-click on the **HDD** icon and select **Properties**.
2. Select the **General** tab and click on **Disk Cleanup**.
3. Tick each category in the *Files to delete* area you wish to delete and click on **OK**.


Disk Cleanup for New Volume (C:)
Disk Cleanup
You can use Disk Cleanup to free up to 1.00 GB of disk space on New Volume (C:).
Files to delete:
Downloaded Program Files 0 bytes
Temporary Internet Files 93.5 KB
Hibernation File Cleaner 0.99 GB
Recycle Bin 635 bytes
Setup Log Files 443 KB
Total amount of disk space you gain: 3.10 MB
Description
Downloaded Program Files are ActiveX controls and Java applets downloaded automatically from the Internet when you view certain pages. They are temporarily stored in the Downloaded Program Files folder on your hard disk.
View Files
How does Disk Cleanup work?
OK
Cancel

Disk Defragmenter

With the creation and deletion of files over time, scattering occurs all over the hard disk area and affect performance. The *Disk Defragmenter* helps you rearrange the items stored on your hard drive to make your computer run faster and more efficiently.

Running the *Disk Defragmenter* once a month (depending on computer usage) will decrease wear and tear on your hard drive and thus decrease the chance of a fault developing at a later date.


Disk Defragmenter
Disk Defragmenter consolidates fragmented files on your computer's hard disk to improve system performance. How does Disk Defragmenter help?
Run on a schedule (recommended)
Run at 01:00 every Wednesday, starting 01/01/2005
Modify schedule...
Last run: 17/10/2006 16:54
Next scheduled run: 18/10/2006 01:00
Scheduled defragmentation is enabled
Your disks will be defragmented at the scheduled time.
Defragment now
OK
Close

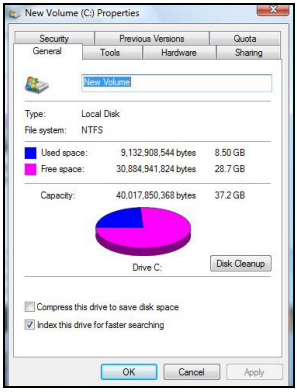
1. Perform a *Disk Cleanup* and close all open programs.
2. Click on **'Start'** > **Computer**. Right-click on the **HDD** icon and select **Properties**.
3. Click on **Tools** and **Defragment Now**.
4. Click on the volume you want to defragment and click on **Defragment** to start. The whole process may take several hours to complete. It is best not to use your computer while running the *Disk Defragmenter* as any changes on your system may cause the process to restart. If you divided your hard disk in several partitions you should perform the same action for each partition.

Manage your Hard Disk Drive (HDD)

Check the remaining free space on your hard disk drive

1. Click on **'Start'** > **Computer.**
2. Right-click on the **HDD** icon and select **Properties**.
3. The Hard Disk Properties window displays the amount of used space and free space on your hard disk. If your hard disk is almost full (less than 100 MB remaining), you should consider freeing some space.

To see easily how much space is used and how much is left, simply place your pointer over the hard disk drive icon. The information will automatically appear.



Free some Space on your Hard Disk Drive

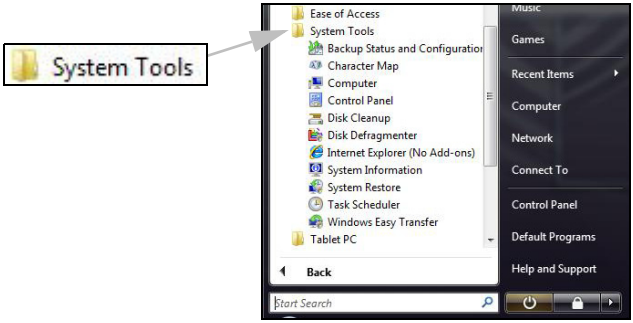
1. **Empty the Recycle Bin**: When you delete a file from your computer, Windows places it in the Recycle Bin. All the deleted files remain there until you decide to permanently delete them from your computer or to restore them to their original location. Double-click on the *Recycle Bin* on the Windows desktop and click on **Empty Recycle Bin** or select only the items you want to delete. Items deleted from external devices, such as memory cards, do not go to the Recycle Bin, they are permanently deleted.
2. **Uninstall** the programs you no longer use:
   - To remove software titles that were originally provided with your computer, click on **'Start' > All Programs > Packard Bell - Security & Support > Smart Restore**.
   - To remove additional software titles, click on **'Start' > Control Panel > Programs and Features**.
3. **Archive files** on an external hard disk drive, recordable CDs or DVDs (if your computer is equipped with a CD or DVD writer) and delete them from the hard disk.

Run Windows Vista System Tools

Windows Vista includes some convenient tools to keep your computer in good shape. Use these tools on a regular basis to maintain a reliable and speedy system! To make it easier, *System Tools* includes a *Scheduled Tasks* utility, which you can customise to run specific tasks regularly.

The image below illustrates one way of accessing the *System Tools*:

'Start' > All Programs > Accessories > System Tools.



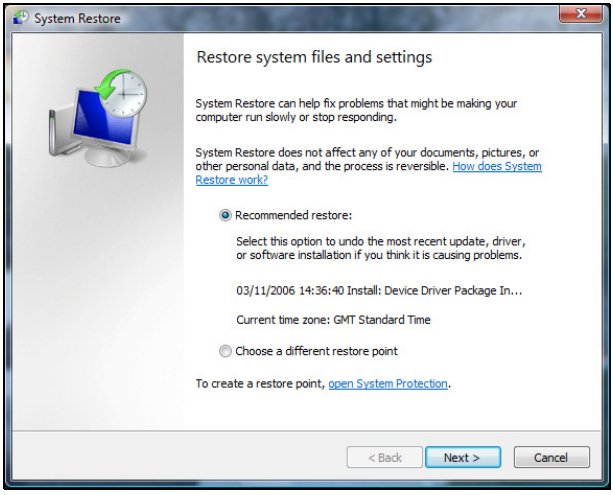
Windows System Restore.

System Restore monitors the changes to your computer and automatically creates restore points to revert to a previous time if necessary. It can undo harmful changes to your computer and restore its settings and performance, while saving your personal data files (such as documents, browsing history, drawings, favourites, or e-mails).

Note: *When you restore your computer you will need to reinstall any programs you installed after the restore point was created. These programs will not work until you do this. Windows System Restore does not uninstall programs. To do this, you should use Programs and Features in the Control Panel.*

Starting Windows System Restore from the Windows desktop

Click on **'Start' > All Programs > Accessories > System Tools > System Restore.**


System Restore
Restore system files and settings
System Restore can help fix problems that might be making your computer run slowly or stop responding.
System Restore does not affect any of your documents, pictures, or other personal data, and the process is reversible. How does System Restore work?
Recommended restore:
Select this option to undo the most recent update, driver, or software installation if you think it is causing problems.
03/11/2006 14:36:40 Install: Device Driver Package In...
Current time zone: GMT Standard Time
Choose a different restore point
To create a restore point, open System Protection.
< Back
Next >
Cancel

If you cannot access the Windows desktop:

1. Press the **F11** key upon start-up when the Packard Bell logo appears. This will open the Recovery Program.
2. Select **Windows Vista System Restore** and click on **Next**. Your computer will automatically restart and open System Restore.

System Restore options

Restore your computer to an earlier time

This option will return to your computer to how it was on an earlier date, without affecting your personal documents or e-mails (it will not restore lost documents either). By default Windows Vista saves snapshots of itself when major changes are made to the Operating System (e.g. driver installations or specific software). This is useful when a driver installation failed, or when you changed a system setting, and it did not work.

1. Click on **Restore my computer to an earlier time**, and then click on **Next**.
2. Select from the calendar the date when the restore point was created and click on **Next**. All the restore points that were created on the selected date are listed by name in the list box to the right of the calendar.
3. In the confirmation screen, click on **Next** to restore the computer to the selected date and time.

Create a Restore Point

Windows creates restore points automatically at regularly scheduled times or before certain programs or drivers are installed. This option allows you to create your own restore points when you need to.

1. Click on **Create a restore point**, and then click on **Next**.
2. Enter a description to identify this restore point. *System Restore* automatically adds the date and time to this name.
3. To finish, click on **Create**.

Undo the last restoration

If the system fails after restoring the computer to a certain date, you can use this option to undo the restoration.

Alternately, you can use *Last Known Good Configuration* to restore the system to your most recent settings that worked.

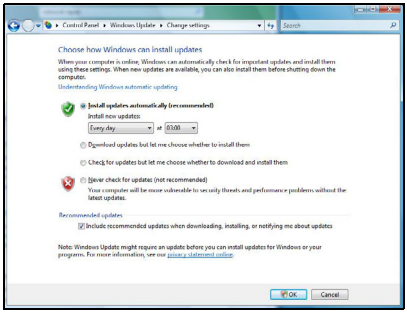
1. Restart the computer, press [**F5**] on your keyboard for a few seconds. If necessary, press [**F8**] to access the advanced startup options.
2. Use the arrow keys to highlight **Last Known Good Configuration** and press [**Enter**].

Updates

As new viruses, worms, and other threats are discovered everyday, keeping your security applications and operating system up-to-date is crucial. Norton Internet Security, combined with other security applications can protect your computer from Internet attacks and ensure that the latest security updates have been downloaded and installed on your system. To keep your computer safe with all the latest programs, please perform the following actions:

- ✓ Update your antivirus
- ✓ Update your anti-spyware and anti-malware tools.
- ✓ Perform updates when prompted by *Windows Security Center*
- ✓ Use Microsoft *Windows Automatic Updates*
- ✓ Run *Windows Defender*
- ✓ Run *Windows Update*

Windows Update can help you keep your computer up-to-date via Internet downloads. It allows you to choose updates for your computer's operating system, software programs, and hardware. New content is added to the Windows Update Website regularly, so you can always get the most recent updates and solutions to protect your computer and keep it running smoothly.


Control Panel ▸ Windows Update ▸ Change settings
Search
Choose how Windows can install updates
When your computer is online, Windows can automatically check for important updates and install them using these settings. When new updates are available, you can also install them before shutting down the computer.
Understanding Windows automatic updating
Install updates automatically (recommended)
Install new updates:
Every day
03:00
Download updates but let me choose whether to install them
Check for updates but let me choose whether to download and install them
Never check for updates (not recommended)
Your computer will be more vulnerable to security threats and performance problems without the latest updates.
Recommended updates
Include recommended updates when downloading, installing, or notifying me about updates
Note: Windows Update might require an update before you can install updates for Windows or your programs. For more information, see our privacy statement online.
OK
Cancel

- **'Start'** > **Control Panel** > **Windows Updates** > **Change Settings**.

Security

You are probably eager to explore everything the Internet has to offer. In order for you to be safe online, Packard Bell has pre-installed **Symantec's award-winning Norton Internet Security** on your computer.

The new **Norton Internet Security™** runs quietly in the background to block today's complex threats and protect your identity when you shop, bank, or browse online.

Norton Internet Security blocks online identity theft, detects and eliminates spyware, removes viruses and Internet worms, protects against hackers.

Definitions

What is a Virus?

Malicious software, typically called 'viruses', are programs designed to infect and damage computers. Most viruses are transmitted over the Internet, e-mails or malicious Web sites. A typical virus will replicate and pass itself undetected to multiple computers. Other forms of nuisance, such as Trojan horses, worms or spam can infect your computer in various ways, using up resources or clogging up a network.

Note: *Packard Bell guarantees that your computer was 100% virus free at the time of purchase and does not cover damages due to viruses.*

What is Spyware?

Spyware refers to generally unwanted programs that are downloaded onto your computer while connected to the Internet, often without you knowing it. Once it has infected your computer, it can snoop on your browsing activity, collect personal information, cause pop-up ads to appear, or even change the configuration of your computer. Spyware consumes resources on your computer; it can slow down your Internet connection or entire computer system, and even cause crashes.

Spyware is sometimes used by unscrupulous companies to monitor and track the sites you visit on the Internet so as to determine your web-surfing habits and display targeted pop-up ads on your screen. However, some kinds of spyware go beyond simple tracking and actually monitor keystrokes and capture passwords and other functions which pose a definite security risk.

What is Malware?

Malicious software, also known as **malware**, is software designed to deliberately harm your computer. For example, viruses, worms, and Trojan horses are malicious software. To help protect your computer against malware, make sure it is using up-to-date antivirus and anti-malware software.

What is a personal Firewall?

A personal firewall is a software program designed to prevent unauthorized access to or from a private network. It acts as a shield to protect your Internet connection from unwanted connections, some of which may attempt to take control of your computer to install or re-distribute viruses or malicious programs. Each connection to your computer is monitored - programs that attempt to receive information without your permission are detected and the firewall will display an alert. You can then decide if you will allow the connection, if the connection is to a program you are currently using then normally you would allow it (i.e. a game connecting to a multi-player server or an encyclopaedia making a content update).

How to protect your computer

Cybercrime prevention can be straight-forward - when armed with a little technical advice and common sense, many attacks can be avoided. In general, online criminals are trying to make their money as quickly and easily as possible. The more difficult you make their job, the more likely they are to leave you alone and move on to an easier target. The tips below provide basic information on how you can prevent online fraud.

1. Keep your computer current with the latest patches and updates.

One of the best ways to keep attackers away from your computer is to apply patches and other software fixes when they become available. By regularly updating your computer, you block attackers from being able to take advantage of software flaws (vulnerabilities) that they could otherwise use to break into your system.

While keeping your computer up-to-date will not protect you from all attacks, it makes it much more difficult for hackers to gain access to your system, blocks many basic and automated attacks completely, and might be enough to discourage a less-determined attacker to look for a more vulnerable computer elsewhere.

More recent versions of Microsoft Windows and other popular software can be configured to download and apply updates automatically so that you do not have to remember to check for the latest software. Taking advantage of "auto-update" features in your software is a great start toward keeping yourself safe online.

2. Protect your computer with security software.

Several types of security software are necessary for basic online security. Security software essentials include firewall and antivirus programs. A firewall is usually your computer's first line of defense-it controls who and what can communicate with your computer online. You could think of a firewall as a sort of "policeman" that watches all the data attempting to flow in and out of your computer on the Internet, allowing communications that it knows are safe and blocking "bad" traffic such as attacks from ever reaching your computer.

The next line of defense many times is your antivirus software, which monitors all online activities such as email messages and Web browsing and protects an individual from viruses, worms, Trojan horse and other types of malicious programs. Your antivirus and antispyware software should be configured to update itself, and it should do so every time you connect to the Internet.

Integrated security suites such as Norton Internet Security combine firewall, antivirus, antispyware with other features such as antispam and parental controls have become popular as they offer all the security software needed for online protection in a single package. Many people find using a security suite an attractive alternative to installing and configuring several different types of security software as well as keeping them all up-to-date.

A complete version of Norton Internet Security™ is pre-installed on your Packard Bell system. It includes a 90-day free subscription to protection updates. Make sure you Turn it On!

Note: You may activate your antivirus program through the ***Setup my PC*** *application.*

3. Choose strong passwords and keep them safe.

Passwords are a fact of life on the Internet today; we use them for everything from ordering flowers and online banking to logging into our favorite airline Web site to see how many miles we have accumulated. The following tips can help make your online experiences secure:

- ✓ Selecting a password that cannot be easily guessed is the first step toward keeping passwords secure and away from the wrong hands. Strong passwords have eight characters or more and use a combination of letters, numbers and symbols (e.g., # $ % ! ?). Avoid using any of the following as your password: your login name, anything based on your personal information such as your last name, and words that can be found in the dictionary. Try to select especially strong, unique passwords for protecting activities like online banking.
- ✓ Keep your passwords in a safe place and try not to use the same password for every service you use online.
- ✓ Change passwords on a regular basis, at least every 90 days. This can limit the damage caused by someone who has already gained access to your account. If you notice something suspicious with one of your online accounts, one of the first steps you can take is to change your password.

4. Protect your personal information.

Exercise caution when sharing personal information such as your name, home address, phone number, and email address online. To take advantage of many online services, you will inevitably have to provide personal information in order to handle billing and shipping of purchased goods. Since not divulging any personal information is rarely possible, the following list contains some advice for how to share personal information safely online:

- ✓ **Keep an eye out for phony email messages.** Things that indicate a message may be fraudulent are misspellings, poor grammar, odd phrasings, Web site addresses with strange extensions, Web site addresses that are entirely numbers where there are normally words, and anything else out of the ordinary. Additionally, phishing messages will often tell you that you have to act quickly to keep your account open, update your security, or urge you to provide information immediately or else something bad will happen. Don't take the bait.
- ✓ **Don't respond to email messages that ask for personal information.** Legitimate companies will not use email messages to ask for your personal information. When in doubt, contact the company by phone or by typing in the company Web address into your Web browser. Don't click on the links in these messages as they make take you to fraudulent, malicious Web sites.
- ✓ **Steer clear of fraudulent Web sites used to steal personal information.** When visiting a Web site, type the address (URL) directly into the Web browser rather than following a link within an email or instant message. Fraudsters often forge these links to make them look convincing. A shopping, banking or any other Web site where sensitive information should have an "S" after the letters "http" (i.e. **https://www.yourbank.com** not **http://www.yourbank.com**). The "s" stands for secure and should appear when you are in an area requesting you to login or provide other sensitive data. Another sign that you have a secure connection is the small lock icon in the bottom of your web browser (usually the right-hand corner).
- ✓ **Pay attention to privacy policies on Web sites and in software.** It is important to understand how an organization might collect and use your personal information before you share it with them.
- ✓ **Guard your email address.** Spammers and phishers sometimes send millions of messages to email addresses that may or may not exist in hopes of finding a potential victim. Responding to these messages or even downloading images ensures you will be added to their lists for more of the same messages in the future. Also be careful when posting your email address online in newsgroups, blogs or online communities.

5. Online offers that look too good to be true usually are.

The old saying "there's no such thing as a free lunch" still rings true today. Supposedly "free" software such as screen savers or smileys, secret investment tricks sure to make you untold fortunes, and contests that you've surprisingly won without entering are the enticing hooks used by companies to grab your attention.

While you may not directly pay for the software or service with money, the free software or service you asked for may have been bundled with advertising software ("adware") that tracks your behavior and displays unwanted advertisements. You may have to divulge personal information or purchase something else in order to claim your supposed content winnings. If an offer looks so good it's hard to believe, ask for someone else's opinion, read the fine print, or even better, simply ignore it.

6. Review bank and credit card statements regularly.

The impact of identity theft and online crimes can be greatly reduced if you can catch it shortly after your data is stolen or when the first use of your information is attempted. One of the easiest ways to get the tip-off that something has gone wrong is by reviewing the monthly statements provided by your bank and credit card companies for anything out of the ordinary.

Additionally, many banks and services use fraud prevention systems that call out unusual purchasing behavior (i.e. if you live in Texas and all of the sudden start buying refrigerators in Budapest). In order to confirm these out of the ordinary purchases, they might call you and ask you to confirm them. Don't take these calls lightly; this is your hint that something bad may have happened and you should take necessary action.

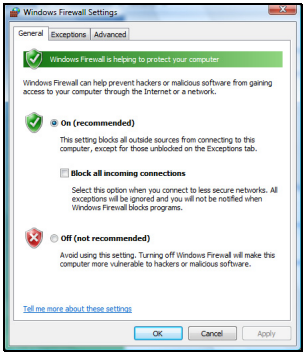
Protect your computer with Windows security tools.

Windows Vista provides a variety of protection applications.

Windows Firewall

Windows Vista has a built-in firewall that you can use straight away:

1. Click on **'Start' > Control Panel > Security > Windows Firewall**.
2. In the *Change Settings* window, you may allow or block certain programs from accessing the internet. To do so open the "Exceptions" tab.
3. You may also turn off Windows Firewall here if necessary, for example while installing some programs you may be required to turn off all firewalls and antivirus protection.


Windows Firewall Settings
General
Exceptions
Advanced
Windows Firewall is helping to protect your computer
Windows Firewall can help prevent hackers or malicious software from gaining access to your computer through the Internet or a network.
On (recommended)
This setting blocks all outside sources from connecting to this computer, except for those unblocked on the Exceptions tab.
Block all incoming connections
Select this option when you connect to less secure networks. All exceptions will be ignored and you will not be notified when Windows Firewall blocks programs.
Off (not recommended)
Avoid using this setting. Turning off Windows Firewall will make this computer more vulnerable to hackers or malicious software.
Tell me more about these settings
OK
Cancel
Apply

Caution: **Always remember to turn the firewall/antivirus programs back on after you finish installing the new software!**

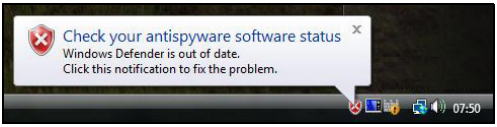
Note: *When you first start to use a Firewall it is in a 'Learning mode', you may see pop-up windows alerting you that certain programs you know and trust wish to access the internet. After a period of time the Firewall will know your list of trusted programs and wont ask your permission the next time the program tries to connect to the internet. The Firewall also protects your computer from programs from the internet trying to access your computer, this sometimes is necessary to allow access for program updates, downloads, etc.*

Windows Security Center

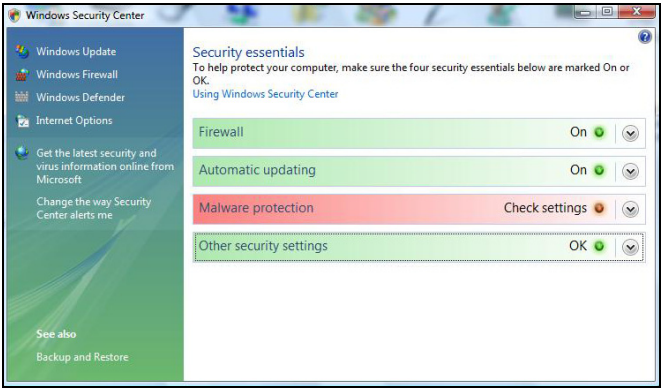
Windows provides a central area from where you can control the security settings of your computer, helping you to protect it from Internet attacks and ensuring that the latest security updates have been downloaded and installed on your computer.

To open the *Security Center*, click on **'Start' > Control Panel > Security Center**.

Alternatively, if a security alert has been reported (in the Notification Area, next to the clock) then you can click on the notification balloon or double-click on the small **Security Alert** icon. If the icon is hidden, click on the arrow to show all the Notification Area icons.


Check your antispyware software status
Windows Defender is out of date.
Click this notification to fix the problem.
07:50

The *Security Center* indicates the status and settings used for three of the most important applications that protect your computer: *Windows Firewall, Windows Defender, Windows Automatic Updates* and the virus protection applications. *Windows Firewall, Windows Defender* and *Windows Automatic Updates* are provided by Microsoft as part of Windows. The antivirus application varies according to the program installed on your computer.



Windows Updates

If you have an active Internet connection, Windows can check for important updates for your computer and install them automatically. These updates include security patches and program updates that can improve your computing experience and help protect your computer against new viruses and attacks.

Windows Defender

Windows Defender helps protect your computer against malicious and unwanted software, such as spyware and adware. *Windows Defender* is installed and turned on by default.

Windows Defender
Home
Scan
History
Tools
Windows Defender
Protection against malicious and unwanted software
Tools and Settings
Settings
Options
Choose how you want Windows Defender to run
Microsoft SpyNet
Join the online community that helps identify and stop spyware infections
Tools
Quarantined items
Remove or restore software that Windows Defender has prevented from running
Software Explorer
View or monitor all software that is running on your computer
Allowed items
View software that you have chosen not to monitor with Windows Defender
Windows Defender website
Get more tools and the latest security information online

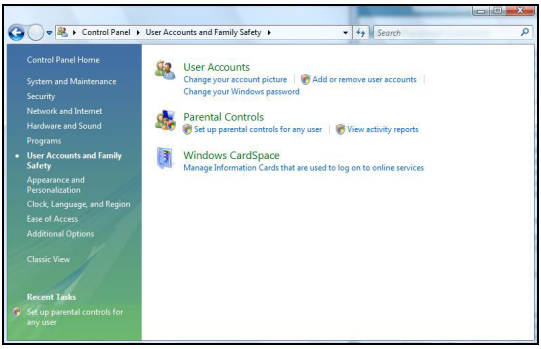
1. Open *Windows Defender* from the **Control Panel**. Click on **Tools,** and then click on **Options**.
2. Under *Automatic scanning*, select the **Automatically scan my computer** box.
3. Under *Real-time protection options*, select the **Use real-time protection** box. To help protect your privacy and your computer, we recommend that you select all real-time protection options.

Real-time protection alerts you when spyware and other potentially unwanted software attempts to install itself or run on your computer. You are also alerted if programs attempt to change important Windows settings.

Note: Windows Defender works with your Windows Update settings to automatically install the latest definitions.

User Account Control

User Account Control is a feature in Windows that can help prevent unauthorized changes to your computer. **User Account Control** will ask you for permission or an administrator password before performing actions that could potentially affect your computer's operation or that change settings that affect other users. When you see a **User Account Control** message, read it carefully, and then make sure the name of the action or program that's about to start is one that you intended to start.


Control Panel ▸ User Accounts and Family Safety ▸
Search
Control Panel Home
System and Maintenance
Security
Network and Internet
Hardware and Sound
Programs
User Accounts and Family Safety
Appearance and Personalization
Clock, Language, and Region
Ease of Access
Additional Options
Classic View
Recent Tasks
Set up parental controls for any user
User Accounts
Change your account picture | Add or remove user accounts
Change your Windows password
Parental Controls
Set up parental controls for any user | View activity reports
Windows CardSpace
Manage Information Cards that are used to log on to online services

By verifying these actions before they start, **User Account Control** can help prevent malicious software (malware) and spyware from installing or making changes to your computer without permission.

To access **User Account Control** settings, click on **'Start'** > **Control Panel** > **User Accounts**.

*Note: You may turn off the **User Account Control Messages** (not recommended) in the User Account settings window (see image above).*

Internet Explorer Security Settings

Internet sites use small files called cookies to keep track of user preferences and information. You can adjust your Internet browser's security settings to determine how much -or how little- information you are willing to accept from a Web site.

To access Internet Explorer security settings:

1. In Internet Explorer, click on **Tools** > **Internet Options**.
2. In the **Privacy** tab, move the slider up or down to select a setting.

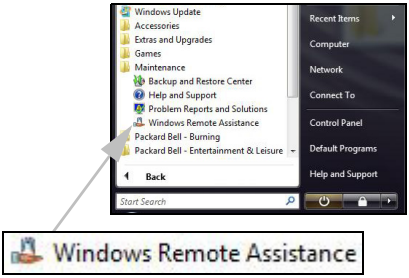
How do i know when my computer is at risk?

If the *Security Center* reports an alert, or if your computer behaves erratically, crashes unexpectedly or if some of your programs do not work correctly, your computer may be infected by malicious software. However, do not blame any computer problem on a virus! If you suspect your computer is infected, the first thing to do is update -if you have not already done so, and run your antivirus and anti-spyware software.

Windows Remote Assistance

Remote Assistance allows a Windows Vista user to temporarily take over a remote Windows Vista computer over a network or the internet to resolve issues. Remote Assistance makes it possible to diagnose and repair problems with a computer without personally visiting it.

You can access Remote Assistance by clicking on **Start** > **All Programs** > **Maintenance** > **Windows Remote Assistance**. Upon launching Remote Assistance, you will see a screen giving you the choice of either inviting someone to help you or offering to help someone.



DIAGNOSE & REPAIR

We all experience problems with our computer from time to time... Before calling us, please read the following. This troubleshooting guide will help you diagnose and solve some common problems. Please note that the solutions proposed in either one of the cases below may not be limited to that specific case and may be used to solve other computer issues.

Check the latest fixes on **www.packardbell.com**. Our online **Troubleshooter** can help you find solutions in a few clicks!

Top Troubleshooting Cases

Have a look at the 'symptoms' described below, see if they match the problem you encounter with your computer and follow the steps to fix the issue. Also remember to read our recommendations in the *Safe Computing* section (page 28) to get the most of your computer and prevent problems in the future.

Nothing Displays on the Screen (page 39)

The Screen Freezes when the Packard Bell Logo Displays (page 40)

The Screen Freezes when the Windows Logo Displays (page 41)

The Windows Desktop Displays, but the Operating System is not stable (page 42)

The Screen Displays Applications, but They Crash or Run Erratically (page 43)

1. Nothing Displays on the Screen

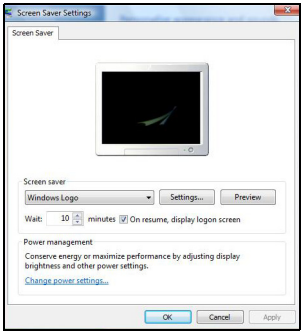
✓ Make sure that you have switched on both your computer and your monitor.

✓ Your computer is in suspend or power saving mode.

1. If the computer is in power saving mode, move the mouse or press a key on the keyboard to "wake up" the computer.
2. If the computer is in Sleep mode, press the power button. After a short pause the light should light up and you will be able to use your computer.

✓ A screen saver may be active.

1. Strike any key to reactivate the display.
2. If you wish to change the screen saver properties:
   a. Close all open programs, with the exception of Windows.
   b. Right-click on an empty spot on the Windows desktop.
   c. Select **Properties** from the menu.
   d. Adjust the screen saver properties and the energy saving features to your needs.



✓ Check your Installation poster.

1. Check the power cord connections between your computer and the power outlets.
2. Certain computers are equipped with two video ports, one on the motherboard ("integrated video") and another on a high-performance graphics card using an expansion slot.

Note: *Please refer to your Installation poster and check if all your cables are connected correctly. Always connect your monitor to the graphics card, if present. If one video port does not work, then try the other. The number of items available will depend on your computer's configuration.*

✓ Test the power cords:

1. Unplug the power cord from your monitor.
2. Unplug the power cord of the computer and plug it into the monitor (and the other end to a working wall socket).
3. Power on only the monitor and watch if the power LED of the monitor is lit.

✓ Test the power socket:

1. Plug any other electrical device on the wall socket and check if it works.
2. If it does not, your wall socket is probably faulty.

✓ Try to reset your computer:

1. Unplug the power cable from the wall socket and keep the power button pressed for at least ten seconds.
2. Then release it, connect the power cable again and press the power button to turn on your computer.

Caution: **Before you connect or disconnect the power cord to the back of the computer, please ensure that the power plug is disconnected from the wall outlet.**

✓ Disconnect or remove additional devices:

A faulty device can prevent the system from booting in some situations.

Removing additional external devices

...such as a printer, a scanner, a modem, etc.

1. Disconnect all external devices from your computer, except the monitor cable and the keyboard.
2. Try to restart your computer and check if it works correctly.
3. If it does not, restart your computer without the keyboard and mouse. If it solves your problem, please contact the Customer Contact Center.

Check *InfoCentre* to learn more about your computer. Don't forget to download your **InfoCentre** updates!

Removing additional internal hardware

...such as additional memory, a network card, etc.

1. Remove any additional internal device you have installed. Note that if a third party installed a device, we advise you to refer to them to remove the device.
2. Try to restart your computer and check if it works fine.

Depending on your warranty conditions, you might not be allowed to open the chassis by yourself. Please refer to your *Warranty & Service Sheet* (if supplied) before proceeding.

If you are sure you want to proceed, please first touch the ground to prevent electrostatic damages and unplug the power cord before opening the chassis.

✓ Check USB ports.

When the USB connector on the front of the chassis is damaged (for instance when inserting a USB plug upside-down), it can short circuit the system, thus preventing the computer from booting.

1. To determine whether the USB connector is the root cause of the problem, disconnect the USB cable from the motherboard. Only do so if your warranty entitles you to and if you are an advanced user.
2. Try to restart your computer and check if it works fine.
3. If it does, replacing the USB assembly of that particular motherboard will solve the problem entirely.

2. The Screen Freezes when the Packard Bell Logo Displays

When the computer starts, it first performs a test of all system requirements. When the computer is functioning correctly, it emits a short beep and starts up. However, if the test fails, the computer may freeze when the Packard Bell logo displays.

✓ Try to boot but press the [**TAB**] or [**ESC**] key to display some details.

✓ Set the BIOS to default settings.

Press [**F1**] or [**F2**] when starting your computer to enter the BIOS. This controls the hardware of your computer. **You should only enter the BIOS if you are an advanced user, or when asked to do so by a qualified technician**.

1. Select **Exit** in the top menu using the arrow keys or mouse (if available).
2. Select the **Default Values** in the menu and press [**Enter**]. Press [**OK**] to confirm.
3. Select **Save Changes and Exit** and press [**Enter**]. Press [**OK**] to confirm.
4. The computer will automatically reboot.

✓ Try to boot with a different boot device.

Press [**F8**] when starting your computer to enter the boot menu (this feature may not be available on all computers). If your first boot device is HDD, change it into CD or DVD using the arrow keys and press [**Enter**] to exit.

✓ Disconnect or remove additional devices.

Please read *Removing additional external devices* and *Removing additional internal hardware* on page 40.

✓ Use the *Packard Bell Troubleshooter* on the Packard Bell Support Website.

Our online Troubleshooter **(troubleshooter.packardbell.com)** is an easy-to-use tool that provides quick access to troubleshooting solutions. Answer a few questions and our smart engine will help you with the right solution.

3. The Screen Freezes when the Windows Logo Displays

During the boot process, Windows runs a number of checks. If it detects incorrect settings, damaged or missing software or hardware components, the system will likely hang. To fix this, try to restart your computer using one of the options below.

✓ Boot in *Safe Mode* to use basic files and drivers.

1. Switch your computer and monitor on.

2. When the Packard Bell logo appears, press [**F5**] on your keyboard for a few seconds. If necessary, press [**F8**] to access the advanced startup options.
3. Use the arrow keys to highlight **Safe Mode** and press [**Enter**].

✓ Start with the *Last Known Good Configuration*.

This option will restore the system settings that were in effect the last time the computer started successfully. This may cause to lose data that you have entered after the last successful boot.

1. Switch your computer and monitor on.
2. When the Packard Bell logo appears, press [**F5**] on your keyboard for a few seconds. If necessary, press [**F8**] to access the advanced startup options.
3. Use the arrow keys to highlight **Last Known Good Configuration** and press [**Enter**].

✓ Uninstall software.

If your computer does not function correctly after you have installed new programs, try uninstalling them.

1. For software that was originally provided with your computer, click on **'Start' > All Programs > Packard Bell - Security & Support > Smart Restore**.
2. For any additional software, click on **'Start' > Control Panel > Programs and Features**.

✓ Go back to previous restore point with *Windows System Restore* (see page 30).

✓ Disconnect or remove additional devices.

Please read *Removing additional external devices* and *Removing additional internal hardware* on page 40.

✓ Use the *Packard Bell Troubleshooter* on the Packard Bell Support Website.

Our online Troubleshooter **(http://troubleshooter.packardbell.com)** is an easy-to-use tool that provides quick access to troubleshooting solutions. Answer a few questions and our smart engine will help you with the right solution.

4. The Windows Desktop Displays, but the Operating System is not stable

Even when your computer starts successfully, you cannot go further and use your programs correctly. Ask yourself the following questions and try to find the solution to your problem with the answers proposed.

✓ Did you install new programs?

Installing new software may cause conflict with your existing software. If your computer does not function correctly after you have installed new programs, try to uninstall them.

1. For software that was originally provided with your Packard Bell computer, click on **'Start' > All Programs > Packard Bell - Security & Support > Smart Restore**.
2. For any additional software, click on **'Start' > Control Panel > Programs and Features**.

✓ Did you notice strange behaviour in Internet browser or E-mail program?

Most problems affecting Internet applications, and potentially your whole operating system are caused by malicious software propagated when you are connected. To check if your computer has been infected, run a check with your antivirus and anti-spyware programs. To be fully efficient, these protection programs

must be up-to-date. Please refer to the *Security* chapter (page 32) to learn more about keeping your computer safe.

✓ Update your system files using *Windows Update*

Windows Update is a catalogue of items such as drivers, security fixes, critical updates, the latest Help files, and Internet products that you can download to keep your computer running smoothly and up-to-date.

1. Click on **'Start' > All Programs > Windows Update.**
2. Select **Check for updates** and **Yes** when prompted to install any required software or device drivers.

✓ Did you install new hardware?

When you install a new hardware device, Windows usually detects it automatically and copies the appropriate files (drivers) to your computer to make it work. This process modifies the system files and can sometimes generate conflicts within Windows.

Device Manager

1. Open the *Device Manager* **('Start' > Control Panel > Device Manager)**. This allows you to view the status of your hardware devices.
2. If you see any "!" or "?" signs in front of a device name, going back to a previous version of that driver may help. Right-click on your device and select **Properties**.
3. Click on the **Driver** tab and select **Roll Back Driver**.

✓ Go back to previous restore point with *System Restore*.

System Restore monitors the changes to your computer and automatically creates restore points to revert to a previous time if necessary. It can undo harmful changes to your computer and restore its settings and performance, while saving your personal data files (such as documents, browsing history, drawings, favourites, or e-mails). Please see page 42 for more details.

✓ Perform a non-destructive recovery.

Launch the Packard Bell Recovery Program in *Smart Restore*. Click on **'Start' > All Programs > Packard Bell - Security & Support > Smart Restore**.

If your computer cannot display the Windows desktop, restart your computer, press the **[F11]** key upon start-up when the Packard Bell logo appears to start the Recovery Program.

5. The Screen Displays Applications, but They Crash or Run Erratically

When your programs run erratically, there are good chances that your operating system may not be functioning correctly. Please also check the recommendations on the previous case (page 42) if the steps below do not help solve your problem.

✓ Close programs using *Windows Task Manager*

If you cannot close your programs by clicking on the cross in the top right corner of the screen, try using the ***Task Manager***:

1. Press the [**Ctrl**]+[**Alt**]+[**Del**] keys simultaneously or right-click on an empty space on the taskbar and select Task Manager in the pop up menu.
2. Select the failing program in the list and click on **End Task**.

✓ Does this happen with only one application?

If you notice that a specific program does not work correctly, try uninstalling and reinstalling it.

1. For software that was originally provided with your computer, click on **'Start'** > **All Programs > Packard Bell - Security & Support > Smart Restore**.
2. For any additional software, click on **'Start'** > **Control Panel > Programs and Features**.

✓ Are there updates available for the erratic application(s)?

If you do not notice improvement after reinstalling your program, please check the software editor's Website for updates. If the program was originally supplied with your computer, you may check the Packard Bell **Support** Website on **www.packardbell.com** for downloads as well.

✓ Is your computer up-to-date?

Malicious programs such as virus and spyware can infect your computer and cause some of your programs to malfunction. To fix this problem and avoid it in the future, make sure you run antivirus and anti-spyware regularly and get the latest updates. For more on keeping your computer up-to-date, please refer to the *Updates* chapter on page 32.

✓ Perform a non-destructive recovery

Launch the Packard Bell Recovery Program in *Smart Restore*. Click on **'Start'** > **All Programs > Packard Bell - Security & Support > Smart Restore**.

If your computer cannot display the Windows desktop, restart your computer, press the **[F11]** key upon start-up when the Packard Bell logo appears to start the Recovery Program.

Miscellaneous Troubleshooting

Keyboard & Mouse

My Keyboard Does Not Work

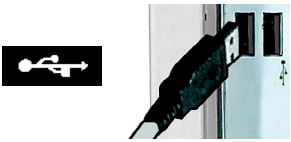
1. The numeric keypad is disabled

When the [**Num Lock**] key is active, the numeric keypad can be used to enter numbers, like the keyboard of a calculator. When the [**Num Lock**] key is not activated, the keypad either functions as a second set of cursor keys (on "full-sized" keyboards), or they revert to normal letter keys (on certain compact keyboards).

On some computers, the Num lock icon is shown in the Notification Area or a LED on the keyboard indicates that it is enabled.

2. Your keyboard is not properly connected (see your Installation Guide).
   a. Switch your computer OFF.
   b. Disconnect then reconnect the keyboard properly.
   c. Switch your computer ON.
3. Your cordless keyboard is not properly connected.
   a. Check that the receiver is connected properly (see page 5).
   b. If your receiver uses a USB connector, try to connect it to another port.
   c. Also check your batteries.

USB keyboard or mouse



PS/2 keyboard or mouse

My Mouse Does Not Work

1. Your mouse is not properly connected.

Follow the same procedure as for checking keyboard connection.

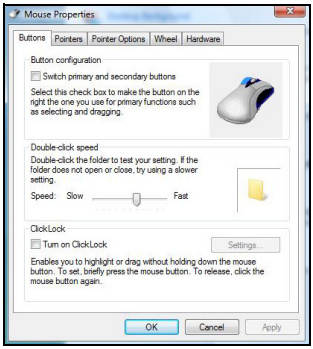
2. The mouse needs to be cleaned.
   a. Switch your computer OFF.
   b. Turn the mouse upside down.
   c. Open the underside of the mouse.
   d. Extract the track ball from the mouse belly and clean it.
   e. Gently clean the bearings in the track ball housing with a moist soft cloth. If it needs further cleaning, carefully remove any dirt that has accumulated on the bearings with a solid, blunt object.

Note: *Optical mice do not have a track ball and do not get as dirty as regular mice since they do not pick up as much dust.*

3. The controller properties may not be properly set up.

If the pointer moves with difficulty, too quickly or too slowly, or if double clicking does not work all the time, try adjusting the properties of your controller.

   a. Click on **'Start'** > **Control Panel** > **Mouse**.
   b. Click on the different tabs to access the properties and modify how the mouse acts.
   c. Click on **Apply** to confirm your settings then on **OK** to close the window.


Mouse Properties
Buttons
Pointers
Pointer Options
Wheel
Hardware
Button configuration
Switch primary and secondary buttons
Select this check box to make the button on the right the one you use for primary functions such as selecting and dragging.
Double-click speed
Double-click the folder to test your setting. If the folder does not open or close, try using a slower setting.
Speed:
Slow
Fast
ClickLock
Turn on ClickLock
Settings...
Enables you to highlight or drag without holding down the mouse button. To set, briefly press the mouse button. To release, click the mouse button again.
OK
Cancel
Apply

Display

The Display Is Not Centred or Gets Wavy

1. I see thin lines scrolling down the screen, flickering images or wavy displays.
   a. Interference from other appliances or magnetic sources may cause irregular images on your screen.
   b. Switch your computer off and restart it. This should automatically adjust your display.
2. The image is smaller or larger than the screen surface.
   a. Adjust the monitor display, image size and/or position with the screen controls.
   b. If you have an LCD screen, use its optimal resolution. LCD screens are designed to use a specific resolution. Changing this resolution may cause the display to grow beyond or shrink away from the edges of the screen. (See your monitor documentation and/or *InfoCentre*).

Note: *The magnitude of* ***interference****, noise or distortion depends on your screen's proximity to sources such as TV sets, mobile phones, other monitors, refrigerators, large stereo speakers, power adapters, halogen lighting with built-in power supply or motor driven appliances. Faulty fluorescent light assemblies or the proximity to high voltage lines can also cause distorted images.* ***Place your computer as far as possible from these sources****.*

If there is no source interference, or removing the source of interference does not alleviate the symptoms, please refer to your monitor documentation to perform a series of screen adjustments (image size and position, refresh rate, degauss, etc.). Certain adjustments may not be available, depending on the display technology used.

Sound

Upon Startup, My Computer Emits a Continuous Beeping Sound

1. There is a keyboard or mouse detection failure: Check your keyboard and mouse connections (page 5).
2. There may be a stuck key on the keyboard or a stuck button on the mouse:
   a. Switch your computer OFF.
   b. Press all the keys of your keyboard to ensure that no key is stuck.
   c. Tap the mousebuttons to ensure that none of them are stuck.
   d. Switch your computer ON again.

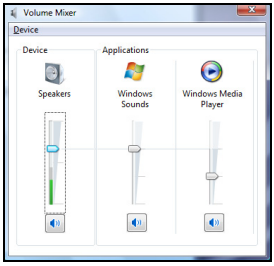
My Computer Has no Sound

1. The speaker volume may be set too low.

Adjust the volume controls (either on your speakers, keyboard or on the computer).

2. Your speakers may not be connected properly (only applies to external speakers).
   a. Check all the speaker cables to ensure that they are connected properly.
   b. If your speakers are equipped with a power adapter, make sure that it is plugged into a power source (wall outlet or back of your monitor) and that the speaker power is on.
3. The Windows main volume control needs adjusting.
   a. Click on the speaker icon on the right side of the Notification Area to make the volume control bar appear.

   b. If you cannot see this icon, go to the **Control Panel** to display it.
   c. If this icon has "disappeared", click on the arrow in the Notification Area and then on the icon to display it (to reduce clutter in the Notification Area, icons that have not been used in a while are hidden).
4. Your computer's volume control settings need adjusting.
   a. Double-click on the speaker icon in the Notification Area.
   b. Adjust the Balance to make sure that sound comes from both speakers.
   c. Click and hold the **slider** to adjust the volume level.
   d. Make sure the **Mute** option is NOT checked.
   e. To display more volume controls, click on **Options > Properties**.



5. Your sound hardware does not work properly.
   a. Check that your sound card is correctly configured. Click on **'Start'** > **Control Panel > Sound.** In the **Playback** tab, select an audio device and click on **Properties** to modify its settings.
   b. Run *Smart Restore* to easily uninstall and reinstall the faulty components drivers (see page 52).
6. Your computer will not play audio CDs.
   a. Make sure that your computer sound is set up properly (see previous steps).
   b. Make sure that the disc's printed side is facing upward in the drive and that the disc is lying flat in the drive tray.
   c. Wait for the disc drive's indicator light (busy signal) to stop flashing before you try to start the CD player program.
   d. Make sure that the disc's surface is clean and scratch free.
   e. Make sure the CD is not copy-protected. Some audio CDs include a copy protection mechanism to avoid illegal copying. This mechanism prevents the CDs from being played or copied on a computer. In this case, playback is only possible on conventional CD or DVD players.

Internet

In order to get the best possible Internet connection, ensure that you:

- ✓ Always connect to a grounded power socket (a standard “earthed” 3 pin socket).
- ✓ Connect your modem directly to the phone socket.
- ✓ Avoid using telephone extension cables (this degrades the signal quality).
- ✓ In thunderstorm conditions, make sure that you disconnect your modem from the telephone line and pull out the power cord from the power outlet.

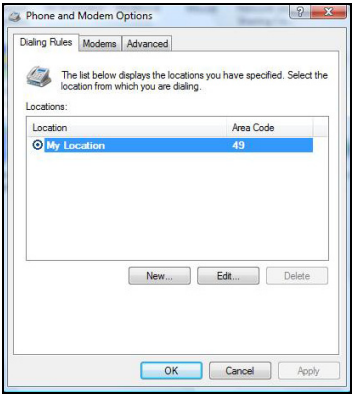
You Cannot Connect to the Internet

1. Your account details have not been released yet.
   a. After you have just performed your online subscription with an Internet Service Provider (ISP), it is recommended that you restart your computer to complete the Internet setup process.
   b. The first time you use your Internet connection, your account may not be accepted immediately. Certain ISPs require a short setup period to process your account details. Please wait 30 minutes before you try to connect to their services again.
2. You entered an incorrect user name and/or password.
   a. Check your user ID and password. Re-type them if necessary.
   b. Check exact spelling (upper and lower case, or any punctuation).
   c. Check the login and setup information given to you by your ISP
3. The server you are trying to connect to is out of order.

   Check with your ISP whether the service is available.
4. Your Internet settings (browser, e-mail, or connection) may have been changed.

   When you subscribe, your ISP usually provides connection details (user name, password, server phone number, e-mail address, etc.). Check these details and restore your Internet settings, following the procedure given by your ISP.
5. Your account with your Internet Service Provider has been terminated or your ISP server is unavailable.

   Contact your ISP and check the access conditions to their Internet server.
6. You have moved and your dialling location has changed.
   a. Change your settings by clicking on **‘Start’** > **Control Panel > Phone and Modem Options**.
   b. Select the **Dialing Rules** tab and click on the **Edit** button.
   c. Specify your new location and click on **OK**.
7. You have used the *Recovery Program*.
   a. If you subscribed to one of the ISPs offered by Packard Bell, try reinstalling the Internet service.
   b. Click on **‘Start’** > **All Programs > Online Services** and select your provider's name.



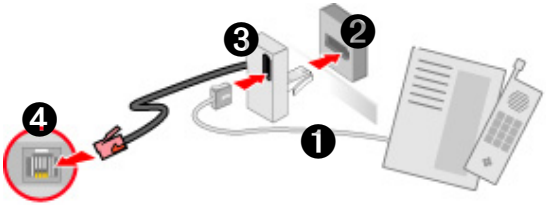
You are using a dial-up modem

1. The modem may not be connected properly.

   Check the modem cable connections between the computer and the telephone socket (see the Installation Guide).

   If your computer has a network port, **make sure your modem cable is connected to your modem port** and not to your network port.

1. Telephone cable
2. Telephone socket
3. Modem plug and cable
4. PC Modem port



2. The telephone line may already be in use.

Free the telephone line before you dial a modem connection. You cannot phone and connect to the Internet at the same time if both your telephone and your modem use the same line.

3. There is no dial tone
   a. Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialling tone on the phone, then your modem or cable may be defective.
   b. Check that the dial type is correctly set-up for your country. Click on **'Start'** > **Control Panel** > **Phone and Modem Options**. Select the **Dialing Rules** tab and click on the **Edit** button.
4. The modem is used by another program ("COM port in use" error message).

You may have a telephone or fax program running; These use the modem and make it unavailable for other applications:

   a. Close all programs that might use the modem (e.g. your telephone or fax software).
   b. Restart the computer. This will reset all connections.
5. The modem does not work at all.

Run ***Smart Restore*** to easily reset and reinstall the faulty drivers (see page 52).

You are using DSL or cable connection

1. Your DSL connection has not been activated.

Your ISP must contact your local telephone operator to activate DSL access on your line. This may take several weeks. To enquire about your connection, please contact your ISP.

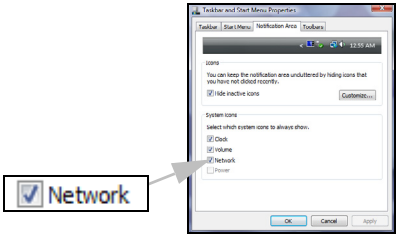
2. Your DSL modem is not picking up the line.
   a. Check all cable connections (e.g., plugs, sockets, filters).
   b. Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialling tone on the phone, then your modem or cable may be defective.
3. Your modem is defective.

Check the status lights on your modem and refer to manufacturer's documentation. If the problem persists and the connection has been previously working, then contact your ISP.

When Surfing the Internet, You Get an Error Message

1. You are not connected.
   a. Look at the lower right part of the Notification Area.
   b. If you cannot see the two small computers

, right click on the **Task Bar** at the bottom of your screen and choose **Properties**, click on the **Notification Area** tab, place a tick in the box in front of **Network**.



2. A connection to the remote site cannot be established.

Try again later or check with your ISP whether the service is available.

3. A pop up message warns you that the page contains errors (e.g. 'the page contains javascript errors').

Simply click on OK to close the message window.

You Cannot Send or Receive E-mails

1. You are not connected.

To send and receive e-mails, you need to be connected to the Internet. Look for the computer icons at the lower right part of the Notification Area. Please see "When surfing the Internet, you get an error message" page 48.

2. Your ISP or that of your recipient is having technical difficulties.

Try again later or check with your ISP whether the service is available.

3. Using several ISPs or e-mail accounts can cause problems.

Check that you have selected the correct ISP for the account you are attempting to use.

4. Your Internet account settings may have been changed.
   a. Disconnect from the Internet: Close *Windows Mail* and any other applications.
   b. Check your connection details (username, password, server phone number, e-mail address, etc.) and restore your Internet settings, following the procedure given by your ISP.
5. You have sent a message but and get an error message in reply.
   a. Check the spelling of your recipient's e-mail address.
   b. Check with your recipient that the e-mail address is still valid.

Printer

The guidelines below cover the most common types of problems encountered with printers. Please read your printer's manual for specific instructions. Should you need further assistance, please contact the manufacturer of your printer.

My printer does not work

Problem/Error	Solution
The printer is OFF	Switch the printer ON
The printer is OFF Line	Press the printer's on line button
The printer is out of paper	Add paper
The paper is jammed	See your printer's user's guide for information about clearing paper jams.
The printer has generated an error message	See your printer's manual for information about resolving error messages.
The printer is not connected properly	Check that the cables are securely connected to the printer and computer. Use a grounded AC power outlet (or power strip). **Remember to shut down your computer and printer before disconnecting or reconnecting any cables**.
No power is supplied to the printer	Plug the printer into a different wall socket. Restart the computer and printer again and try printing to determine if the previous socket was faulty.
The printer cable is damaged	If you have another printer cable, try using it to determine if your printer cable is faulty.
Your printer is not installed correctly in Windows	Try reinstalling your printer. See your printer's manual for information about installing the printer in Windows.

Adding Software and Hardware

In the event you encounter a problem with a new program or hardware, please check the supplied documentation as well as the manufacturer's Website. For support, please contact the manufacturer's hotline. Packard Bell cannot be held responsible for any damage caused by adding hardware or software.

Software

Packard Bell Software

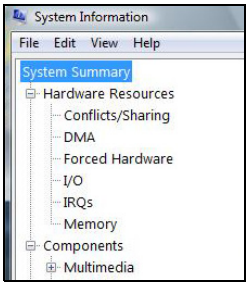
To install, remove or reinstall a program originally included with your Packard Bell computer, you can use *Smart Restore* (see page 52).

Additional Software

Before purchasing new programs, check that they can run on your computer. Each software program has system requirements, such as the amount of memory or hard drive space needed to run. These requirements can usually be found printed on the software box or on the website for the software.

1. Check your computer's specifications
   - System Information

   Click on **'Start' > All Programs > Accessories > System Tools > System Information**. Select an item and click on **+** to display more options.



For a quick overview of your computer's specifications, please read the dedicated **sticker on your computer's packaging**.

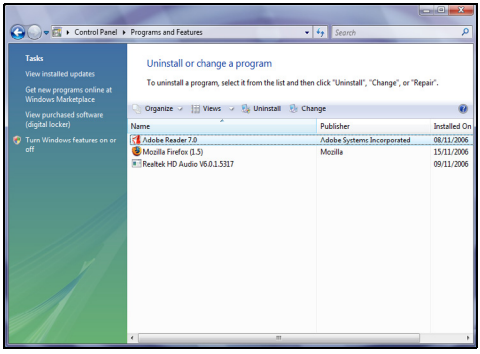
2. Installing a program

   When you install a new program, first read the instructions included with it as installation instructions can vary from product to product.

   a. Before installing any new program, be sure all other applications are closed.
   b. Insert the CD or DVD. Most CDs or DVDs start automatically and display an installation screen. If the disc does not start automatically:
   c. Right-click on the disc's icon and select **Explore**. Double-click on the **Setup** (or Install) icon and follow the on-screen instructions.

3. Uninstalling a program

   a. Click on **'Start' > Control Panel > Programs and Features.**
   b. Click on a program from the list.



Hardware

Before purchasing a new hardware device, check that it can be used on your computer.

1. Check your computer's specifications (see page 50).
2. Internal hardware component

   If you wish to install an internal hardware component, it will be necessary to open your computer. For best results, an authorised service provider should perform such installation. For further information on upgrading your system's Random Access Memory (RAM) or Processor (CPU), please refer to ***InfoCentre***.

   Note: *If installing an adapter card (PCI or AGP), please refer to the documentation provided with the card.*

3. External hardware device

   Installing a new hardware device such as a printer, scanner, joystick, etc. is not a complicated task.

   Each type of device has its own installation specifications, so please check the documentation provided with each device to know how to install it properly. **Remember to shut down your computer and device before disconnecting or reconnecting any cables.**

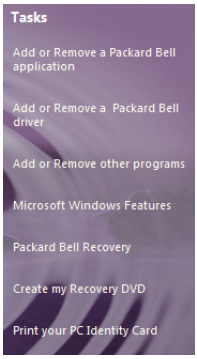
   Note: *If you have problems installing your new hardware, you should check the supplied manual first. If you are still having difficulties, please contact the manufacturer or retailer, or check their Website for more help and advice.*

Resetting your Hardware Configuration

If you encounter some problems with your original computer hardware drivers, you may want to restore the hardware configuration so that it is exactly as it was when your Packard Bell computer left the factory. Please refer to the *Restoration and Recovery* section on page 52 for details.

RESTORATION AND RECOVERY

Packard Bell Smart Restore


Tasks
Add or Remove a Packard Bell application
Add or Remove a Packard Bell driver
Add or Remove other programs
Microsoft Windows Features
Packard Bell Recovery
Create my Recovery DVD
Print your PC Identity Card

Smart Restore allows you access restoration and recovery tools. You may use it to safely remove or reinstall the software or drivers originally included with your Packard Bell computer, to start the *Packard Bell Recovery Backup Creator* (see page 20) or the *Recovery Program* (see page 52). To install or reinstall software, *Smart Restore* will access your backup data, either from the hard disk drive, or a DVD.

Caution: **Before starting, save your current work and close all active applications.**

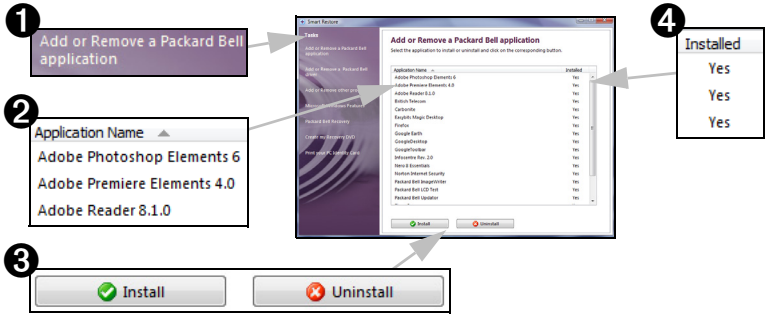
To open *Smart Restore*, click on **'Start'** > **All Programs > Packard Bell - Security & Support > Smart Restore**. You may then choose the task you wish to perform.

Uninstalling and reinstalling software or drivers

If you don't use some of the programs or drivers provided by Packard Bell, you may remove them. Alternately, you may want to reinstall a program or driver that has been corrupted and does not work, or if it keeps generating errors on the computer.

Note: *Some programs (such as Internet Explorer) may not be uninstalled.*

1. Select **Add or Remove a Packard Bell application** or **Add or Remove a Packard Bell driver** from the list of tasks.



2. To select an item to *reinstall* (or *uninstall*), click on the item name in the list.
3. Either click on the **Install** or **Uninstall** button, depending on the action.
   Once your have made your selection you will be prompted for confirmation. Click on **YES** to allow *Smart Restore* to start reinstalling/uninstalling the software, or on **NO** if you wish to abort the procedure.
4. The status of each item is shown in the last column.

Packard Bell Recovery Program

If the troubleshooting steps (page 38) did not help fix your problem, you can run the *Packard Bell Recovery Program*. This will restore your computer to the same state as when you purchased it, while giving you an option to retain all settings and personal data for later retrieval.

✓ Before using the Recovery Program, please start *Windows System Restore* and select a restore point from a date when the computer was working correctly. See page 30 for more information.

✓ DO NOT SAVE data in **HDD (C:) > Windows**. During the recovery process, all data contained in this folder will be deleted, even if *Keep files from user accounts* is selected.

✓ **After recovery, all software titles that you have installed on your computer must be reinstalled before you can use them again**. Only pre-installed titles (e.g. DVD Player, CD writer) will function without additional installation.

✓ If you were given a **choice of languages** when you first setup your computer, this choice is definitive. You may only recover the language chosen the first time you started the computer.

✓ Due to the wide range of reasons for which the Recovery Program may be used, no guarantee can be given that data will be retained. **Please backup your personal files!**

Please read this section carefully before using the Recovery Program!

Starting the Recovery Program

Prepare your Computer

1. If possible, backup your personal files

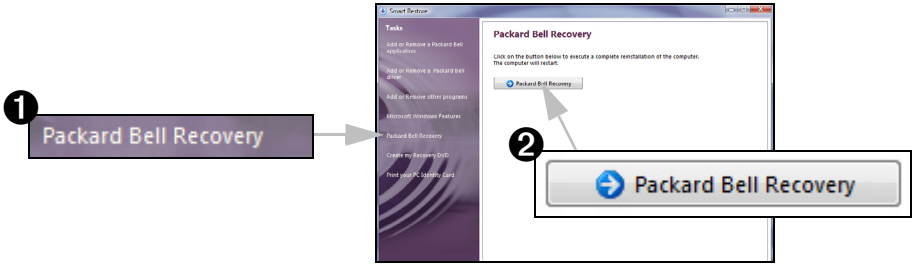
   Save a copy of your personal documents onto CDs, DVDs, memory cards or external disks. Please refer to *InfoCentre* to learn how to create backups.

2. Return your computer to its original configuration
   a. Remove any additional hardware components (e.g. sound card, video card, network card) that you may have added to your computer.
   b. Re-install the original Packard Bell hardware components if you have removed them.
   c. Make sure that your keyboard, mouse, monitor and speakers are connected properly (if appropriate for your computer).
   d. Disconnect any additional devices that you have connected to your computer (e.g. scanner, printer, etc.)

Start the Recovery Program

You may use *Smart Restore* or, if Windows does not start correctly, the *F11* key to start the recovery process. If these neither of these options allow you to start the recovery process, you may use *Recovery (or Master) DVDs* or an external drive (that contains recovery data, see page 20).

- **Use the *Packard Bell Recovery* option in *Smart Restore*:**
  a. Click on **'Start'** > **All Programs > Packard Bell - Security & Support**.
  b. Select *Packard Bell Recovery*, then click on the **Packard Bell Recovery** button.



  c. Your computer will restart and enter the *Recovery Program*.

- **Use the *F11* key when your computer starts:**
  a. Start (or restart) your computer.
  b. Press the **F11** key when the Packard Bell logo appears.
- **Start your computer using *Recovery* or *Master DVDs*:**
  a. Turn ON your computer.
  b. Insert *Recovery DVD 1* (or *Master DVD1*) into the drive and close the tray.
  c. Restart your computer.
  d. Press any key on the keyboard when asked to boot from the DVD.
  e. The drive's busy light should blink to show that your computer is booting from the disc.

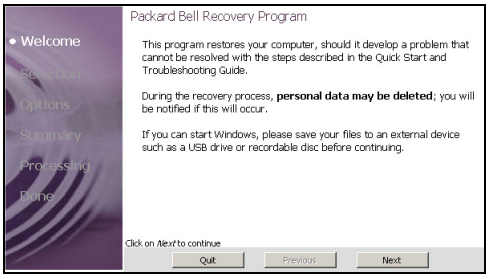
Note: *If your computer does not boot from the disc, restart your computer, press the* ***F8*** *key when the Packard Bell logo appears and select the optical drive from the list. Alternatively see page 41 to learn how to set the BIOS to default settings.*

- **Start your computer using an external drive:**
  a. Connect the external drive that contains the recovery data to your computer.
  b. Start or restart your computer and press the **F8** key when the Packard Bell logo appears.
  c. Use the arrow keys to select the external device from the list and press the **Enter** key.
  d. The drive's busy light should blink to show that your computer is booting from the drive.

If none of these options start the recovery process, or are not available (for example, you have not created *Recovery DVDs* and the recovery data is no longer on the hard disk drive), you may request *Recovery DVDs* from the *Packard Bell Call Centre* (a fee may be charged).

Select recovery options

When the *Recovery Program* starts, read the information provided and click on **Next**.

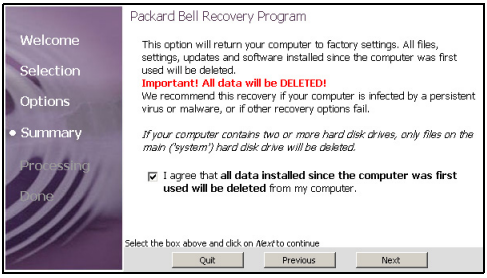

Packard Bell Recovery Program
Welcome
Selection
Options
Summary
Processing
Done
This program restores your computer, should it develop a problem that cannot be resolved with the steps described in the Quick Start and Troubleshooting Guide.
During the recovery process, personal data may be deleted; you will be notified if this will occur.
If you can start Windows, please save your files to an external device such as a USB drive or recordable disc before continuing.
Click on Next to continue
Quit
Previous
Next

Follow the instructions in each window and select options that are appropriate to your situation. The *Packard Bell Recovery Program* offers a choice of recovery methods:

- If you have not already used *Windows System Restore*, you should use it before continuing with the *Recovery Program*.
- If you want to keep files from user accounts (files stored in *Documents*, *Music*, etc.), they will be moved to a backup folder during the recovery. Updates and software installed since the computer was first used will either be deleted or will not function until reinstalled. After recovery, you may create new user accounts and transfer retained files from the old user accounts. *This option will not remove persistent viruses or malware.*

Note: *It is recommended that you use the* ***Keep files from user accounts*** *option first, backup all your personal files and settings and then perform a recovery without this option.*

- If you deselect *Keep files from user accounts,* your computer will be returned to factory settings! All files and settings, and all updates or software installed since the computer was first used will be deleted! We recommend this option if your computer is infected by a persistent virus or malware, or if other recovery options fail.

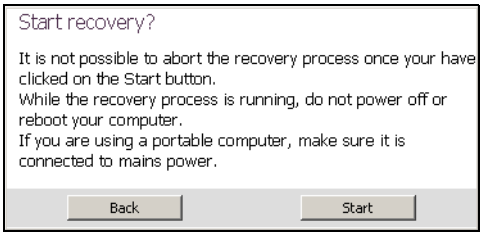

Packard Bell Recovery Program
Welcome
Selection
Options
Summary
Processing
Done
This option will return your computer to factory settings. All files, settings, updates and software installed since the computer was first used will be deleted.
Important! All data will be DELETED!
We recommend this recovery if your computer is infected by a persistent virus or malware, or if other recovery options fail.
If your computer contains two or more hard disk drives, only files on the main ('system') hard disk drive will be deleted.
I agree that all data installed since the computer was first used will be deleted from my computer.
Select the box above and click on Next to continue
Quit
Previous
Next

Caution: **If you do not *keep files from user accounts*, the recovery will remove all personal data on the 'system' hard disk drive and restore your computer to its original factory state (including all partitions).**

If a second physical hard disk drive is installed in your computer, files on this hard disk drive will not be removed. However, it is recommended that you backup personal data from all drives.

Start the recovery process

After you have selected the appropriate options, you may start the recovery process, read the *Start Recovery* window and click on **Start**.


Start recovery?
It is not possible to abort the recovery process once your have clicked on the Start button.
While the recovery process is running, do not power off or reboot your computer.
If you are using a portable computer, make sure it is connected to mains power.
Back
Start

The recovery process will take some time, allow the process to coninue - do not power off or restart your computer. When the process has finished, select **Restart** or **Shutdown**. If no selection is made, your computer will restart automatically.

Note: *If the recovery process fails and you are unable to use your computer, please go to* ***support.packardbell.com*** *or check your computer's Warranty and Service information for contact details.*

Starting your restored computer for the 'first' time

After a successful recovery you will see the *Setup Windows* screen, as if you had started your computer for the first time. You must re-install or re-configure any programs you wish to use and, if you selected the *Keep files from user accounts* option, you may transfer personal files from the contents of c:\backup. Please start *Microsoft Update* and *PB Updator* as soon as possible to update and protect your computer.

Note: *If your computer includes a second hard disk drive, or you chose to keep files, and you suspect a virus infection, you must immediately install an anti-virus program and scan your personal files located on the hard disk drive. The recovery does not remove viruses in retained files - the computer may still be infected.*

Recovering or deleting files from user accounts

If you chose to keep files from user accounts you may find them in **HDD (C:) > backup** (if a backup folder was already present, then a new backup folder will include a number, e.g *backup-000*). Click on **'Start' > Computer** and double-click on the **HDD (C:)** drive icon.

If you need to find files from installed programs, they may be found in the application folder in **HDD (C:) > Program Files**. If you cannot find a file, click on **'Start' > Search** and enter some information about the file.

Once you have checked your files, you may reinstall software titles you wish to use and remove folders for applications you no longer wish to use.

Note: *Do not delete folders for software that you did not originally install yourself - they may contain important Windows files.*
If you are able to identify un-needed files, we recommend you move them to a backup disk before deleting them permanently.

Recovering files from a second hard disk drive

Files on a second hard disk drive are not removed. Click on **'Start' > Computer** to open *Windows Explorer* and access the second hard disk drive, normally **DATA (D:)**.

PACKARD BELL LIMITED WARRANTY

1. DEFINITIONS

- "**Packard Bell**" shall mean the Packard Bell sales office of the country in which the Packard Bell Product has been purchased or if there is no Packard Bell sales office in this country: Packard Bell B.V., Jonkerbosplein 52, 6534 AB Nijmegen, The Netherlands.
- "**Customer**" or "**You**" shall mean the end-user or the purchaser of the Packard Bell product.
- "**Product**" shall mean Packard Bell branded hardware - computer and/or monitor, including peripherals or consumable items – or software, which are delivered with the Product in the factory packaging.
- "**Peripheral**" shall mean any hardware device other than processor or memory, connected to the computer (optical drive, hard disk, keyboard, monitor, mouse, speakers, printer, scanner, etc.) and included with the Product in the factory packaging.
- "**Consumable**" shall mean any supplementary item delivered with the product, to be used with the Product (earphones, cables, remote control, etc.).
- "**Software**" shall mean a Software program that is pre-installed on the Product or delivered with the Product in the factory packaging.
- "**Warranty**" shall mean the warranty applicable by law in the country of purchase of the Product or the contractual warranty You are entitled to as a result of the purchase of the Product.
- "**Warranty Period**" shall mean the period during which you are entitled to the application of the Warranty on the Product. The Warranty Period starts from the date of purchase or delivery of the Product.
- "**Service & Support**" or "**Customer Contact Center**" or "**CCC**" shall mean the Packard Bell technical assistance and service provided by its technician or technical representative and the Packard Bell call centre that is accessible to You.
- "**Country**" shall mean the country of purchase of the Product by You.
- "**Warranty & Service Sheet**" shall mean the document that may be supplied in the factory packaging on which You may find additional information on the Warranty that you may be entitled to.

2. HOW TO ACTIVATE THE PACKARD BELL WARRANTY

Packard Bell understands your needs for product excellence as well as Service & Support.

In order to supply the best Service & Support when necessary, Packard Bell recommends You to activate the applicable Warranty as soon as Your Product is installed.

This Warranty is subject to the registration of the Product via the on-line registration software (wherever available). The Customer will provide Packard Bell with the correct date of purchase in order to obtain the Warranty Period. In case of doubt, the Customer will provide Packard Bell with a copy of the proof of purchase (invoice or delivery note).

Packard Bell will keep a record of all registrations of personal data in order to provide appropriate Service & Support and adequate assistance to You during the Warranty Period. Packard Bell will protect this personal data to its best effort and may transfer this personal data to third party in order to ensure Service & Support is carried out. Packard Bell will handle all personal data according to the applicable data protection laws.

3. WARRANTY COVERAGE

Packard Bell warrants that the Product and the Software are free from defect in material and workmanship for the Warranty Period set out below, or in the Warranty & Service Sheet (if supplied). Packard Bell guarantees that the Product is free of viruses (or other pre-programmed devices with similar effect) at the moment of first use only.

Please note that peripherals/accessories and consumable items may have a different Warranty Period as set out in these Warranty conditions or Your Warranty & Service Sheet (if supplied).

This warranty is limited to the replacement of the Product or part recognised as defective with an identical or comparable Product or part, new or equivalent to new. This warranty covers the repair, parts and labour included or exchange, as set out below, during the Warranty Period.

Any items missing from the original packaging of the Product must be reported to Service & Support within 90 days from the date of purchase. No missing items can be provided free of charge after this period as the Customer is considered to have accepted the Product as delivered. To report any missing items please contact the relevant support number that you can find in section 9, or on the Warranty & Service Sheet (if supplied).

Software Warranty only applies to Software that was originally supplied with the Product. It does not provide the Customer with Software usage support. Any other Software (e.g. games) is subject to the third party licence and warranty conditions.

Specifically for batteries:
Disposable batteries that may be included with the Product are not covered by any Warranty.

Specifically for monitors:
Monitors that are not included in the factory packaging are not covered by this Warranty. Please refer to the warranty documentation included with your monitor, or the store where you have purchased your monitor, for details. If a monitor is included in the factory packaging, then you can find specific Warranty conditions in the Warranty documentation that is included with your monitor. The Warranty Period for monitors that are included with the Product is outlined below.

Warranty Period:
If a Warranty & Service Sheet is supplied with Your Product, then the Warranty Period documented in the Warranty & Service Sheet applies.

Computer and monitor (if included): ..... 1 (one) year
Included peripherals: ..... 1 (one) year
Included consumable items: ..... 6 (six) months
Included software: ..... 3 (three) months

Whenever this is reasonable and at the sole discretion of Packard Bell or when this is mandatory by national consumer legislation of the Country, Packard Bell may limit or extend the Warranty Period on the Product.

If the Customer requests Service & Support in another country than the country of purchase and/or when the Warranty Period on the Product is finished, Service & Support will be invoiced to the Consumer.

4. Warranty exclusions

This Warranty does not apply when:

- Defective accessories, consumable items and/or peripherals have not been delivered in the factory packaging of the Product or have been purchased separately from the Product;
- Problems are caused by hardware or software which have not been delivered in the factory packaging of the Product;
- The original identification marks have been altered or removed from the Product;
- Defects or failures are due to accident, neglect or misuse, failure of or defect in electrical power, external electrical circuitry, unusual physical or electrical stress, air conditioning or environmental controls, the effects of weather influences; the use of items not provided by Packard Bell;
- Defects are caused by a virus or another pre-programmed device with similar effect;
- The Customer has forgotten, lost or removed any password (including BIOS password) which provides him from having access to the Product;
- The Customer, any third party to Packard Bell or any third party to its authorised service provider has modified, adjusted, repaired, serviced or installed the Product;
- The use or installation of the Product is not in compliance with Packard Bell's documentation;
- The Product defect is due to any reason which in Packard Bell's sole discretion is not a result of a defect in material or workmanship;
- The Customer has not followed all procedures set out in this Limited Warranty.

5. Limitation of Liability

This Warranty replaces all other warranties, whether express or implied, including but not limited to implied warranty of merchantability and fitness for a particular purpose with respect to the Product and its documentation.

Packard Bell's liability hereunder is limited to the repair of the Product or the replacement thereof. In particular, Packard Bell shall not be liable to replace or repair the Product if the Warranty is not applicable due to the reasons set out in section 4.

In any event, Packard Bell shall in no circumstances be liable for any other costs, charges, expenses, loss or damage of any nature whatsoever: direct or indirect, consequential or incidental, including but not limited to loss of business profits or any other commercial damages, loss of data, arising out of the use of the Product or of the presence of a virus (or pre-programmed device with a similar effect) on the Product or of the Service & Support intervention.

Save with regard to death or personal injury caused by the negligence of Packard Bell, its employees or service provider, and strict product liability, this limited liability represents Packard Bell's entire liability with respect to the Product and with respect to goods or services supplied herein and Packard Bell shall have no other obligation, duty, or liability whatsoever in contract, tort (including liability for negligence) or otherwise to the Customer.

However, this limitation of liability does not in any way affect or limit the Customer's statutory rights under the national legislation governing the sale of consumer goods in the Country.

Packard Bell shall not be liable for any failure or delay in performance due to any cause beyond its control. Such circumstances include, but are not limited to, interrupted telephone service, airport closures that interrupt parts delivery, acts of god, weather conditions, labour strikes, and the inability to contact You to confirm scheduling.

If, during a Service & Support Intervention, the CCC representative establishes that the repair is not covered by the Warranty, the repair will not be completed until it has been completely paid for. Should such circumstances arise, Packard Bell will contact the Customer with a repair quote. If the Customer would like to have the unit returned unrepaired, then this can be arranged after Customer payment has been received for the incurred transport and diagnostic costs.

6. Warranty upgrades

Depending on the Country of purchase of the Product, it may be possible to purchase Extended Warranty. Please contact your Customer Contact Center or the store where You purchased Your Product for more details. If You have purchased such an Extended Warranty, the general conditions applicable to this Extended Warranty will prevail over this Warranty.

7. Data Backup Requirement

Repair of Product may involve the re-formatting of the Hard Disk Drive ("HDD") and consequently the loss of data stored on the HDD.

Packard Bell strongly advises the making of regular backup copies on various media (DVDs, CDs, etc.) of any documents, data, files and/or software stored on their Product. You will be responsible for backing up data stored in the Product prior to contacting Packard Bell Customer Contact Center and receiving Service & Support from Packard Bell.

Packard Bell and its authorised service providers are not liable for data that is lost or damaged during the Service & Support process.

8. How to obtain Packard Bell Warranty Service & Support

In the unlikely event of a Product incident, you may be able to resolve it easily following the steps below:

1. Read your Quick Start & Troubleshooting Guide, that contains step-by-step troubleshooting instructions.
2. You can find much more information about your computer in Packard Bell InfoCentre, the electronic User Guide that was preinstalled on your computer.
3. Click on the **Support** tab on the Packard Bell web site: **www.packardbell.co.uk**. It contains troubleshooting tools that may help you find a solution to your problem

Should the problem persist, You should contact the relevant CCC in the Country using the contact information as set out in section 9, or in the Warranty & Service Sheet (if supplied), and have the following information available:

- The serial number of the Product, which can be found on the back of your computer's base unit, preceded by 'S/N'. This serial number is essential for providing the necessary service and MUST therefore be included in all correspondence with Packard Bell.
- The original proof of purchase of the Product;
- The operating system installed on this Product;
- Details of any software or hardware modifications made to the Product;
- Assure that the problem is not caused by third party hardware or software;
- Exact description of all failure messages;
- If contact is made by phone, You should be in front of Your Product and this is turned on (if possible).

A Customer Contact Center representative will provide Service & Support to diagnose and if possible correct the defect over the telephone. If the failure cannot be resolved by telephone support, Packard Bell will repair the Product as per the applicable service level to the Product. A procedure will be agreed upon between You and the CCC representative. Before any repair is carried out you have to make sure that:

- You have made backup copy of the data stored on Your Product;
- All non-Packard Bell software or hardware components are removed from the Product;

Packard Bell reserves the right to charge parts, labour and transport if Packard Bell discovers no defect or problem in the Product, if the Customer has not complied with one of the conditions set out in this section or if the defect is a customer induced defect (for example if the defect is caused by neglect or misuse).

9. Contact Information

A Warranty & Service Sheet may be supplied with Your Product. If so, please refer to the Warranty & Service Sheet information and ignore the information below.

Please note that contact information is subject to change. You may find updated contact information in the Warranty & Service Sheet (if supplied) or on the Packard Bell web site **www.packardbell.com**.

United Kingdom
Repair Service line:.....0844 800 6020 (national call rate)
Software and Out of Warranty service line:.....0906 752 5600 (£ 0.75/min)
Business hours: 24 hours a day, 7 days a week, 365 days a year.

Ireland
Hardware and In-Warranty Support Line:.....01878 1470 (national call rate)
Software and Out of Warranty Support line:.....1570 92 45 55 (€1.26/min)
Business hours: 24 hours a day, 7 days a week, 365 days a year.

The Netherlands
Systems covered by Warranty:.....0900 202 5117 (0.15€/min)
Systems out of Warranty:.....0900 202 0515 (0.45€/min)
Business hours: Monday - Friday from 9 am - 9 pm.

Belgium
In-warranty support (including extended warranty):.....022 56 66 05 (national call rate)
Out of warranty support:.....0900 10 273 (0.45€/min)
Business hours: Monday - Friday from 9 am - 9 pm.

Luxembourg
(French) In-Warranty Support:..... 20202836 (cost variable from the caller location/provider)
(German) In-Warranty Support:..... 20202835 (cost variable from the caller location/provider)
Business hours: Monday - Friday from 9 am - 7 pm.

South Africa
Technical Support:..... 0861 111 222 (toll free)
Business hours: Monday - Friday from 8 am - 5 pm.

Denmark
In-Warranty Support Line:..... 69918043 (cost variable from the caller location/provider)
Business hours: Monday - Friday from 9 am - 6 pm.

Norway
The first 90 days after purchase:..... 21554635 (cost variable from the caller location/provider)
After 90 days:..... 820 19 009 (NOK 9,50/min)
Business hours: Monday - Friday from 9 am - 6 pm.

Sweden
The first 90 days after purchase:.....0771 45 48 98 (national call rate)
After 90 days:.....0900 100 1265 (SEK 9,90/min)
Business hours: Monday - Friday from 9 am - 6 pm.

Finland
Technical Support:..... 0942599539 (cost variable from the caller location/provider)
Business hours: Monday - Friday from 9 am - 5.30 pm.

All other countries:
Please contact the store where you have purchased the Product for more details about the warranty of Your Product.

10. Service & Support Intervention

If, to the sole opinion of the Customer Contact Center representative, intervention is required, Packard Bell will, according to the CCC representative decision, repair or replace the Product, PROVIDED THAT:

- **You have followed all procedures set out in this Limited Warranty;**
- **You have removed all non-Packard Bell software or hardware components;**
- **You have removed the BIOS password, if any, before the intervention.**

The CCC representative will explain to the Customer what procedure to follow to obtain Service & Support.

If You or an authorised representative are not at the agreed location at the time and date of an appointment that may have been made between You and the CCC representative, You may be charged for any subsequent visits.

Packard Bell reserves the right to refuse to provide the service to any location at which, to Packard Bell's sole opinion, the safety of Packard Bell's technical representative or the ability to provide the Service & Support described herein would be jeopardised.

Packard Bell cannot be held responsible for any loss or damage to the Product in total or in part, when it has been sent to Packard Bell by the Customer without complying with the procedures defined in sections 8 and 10 above.

Repair of the Product may involve the re-formatting of the HDD and consequently the loss of data stored on the HDD. Therefore You must comply with the terms of section 7 above.

If the agreed Service & Support intervention involves sending the Product, then the Customer must package the complete Product securely in the factory, or equivalent packaging and enclose a copy of the original proof of purchase and any other relevant sales documentation as well as a clear description of the problem with the Product. The Customer is liable for packaging quality and device safety. In the event of damages arising out of low quality packaging, the Customer will be charged the cost of refurbishment.

In order to improve the quality of Service & Support and assess the level of customer satisfaction, Packard Bell reserves the right to send a satisfaction survey by email to customers who receive Service & Support from Packard Bell, except if the customer has expressly refused to receive information or data from Packard Bell.

11. Transfer of Warranty

In case of change of ownership of the Product, this Warranty is transferable with the Product.

Important: The new end-user will be entitled to the application of the remainder of the Warranty Period on the Product transferred under two cumulative conditions:

- The new end-user must be in possession of the original proof of purchase of the Product, and,
- Details on the Product's change of ownership must be sent to Packard Bell at the address reproduced in the Warranty & Service Sheet.

REGULATORY INFORMATION

COMPLIANCE REQUIREMENT

Products with the CE marking comply with both the Electromagnetic Compatibility Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC) issued by the Council of the European Communities.

Compliance with these directives implies conformity to the following European Standards:

EN55022 (2006, class B): Radio disturbance characteristics

EN55024 (1998+A1:2001+A2:2003): Immunity characteristics

EN61000-3-2 (2006): Limitation of harmonic current emissions

EN61000-3-3 (1995+A1:2001+A2:2005): Limitation of voltage fluctuation and flicker in low-voltage supply system

EN60950-1 (2006): Product Safety. If your computer includes a telecommunication network board, the input/output socket is classified as Telecommunication Network Voltage (TNV-3).

Note for computers equipped with wireless controllers and wired modems:

Hereby, Packard Bell B.V., declares that the wireless devices provided with this computer include a low power radio transmitter in full compliance with the essential requirements and other relevant provisions of Directive 1999/05/EC for Low Voltage, EMC and RF of the R&TTE.

For specific information regarding your computer model, please refer to **Packard Bell InfoCentre**, your electronic user's guide.

MODIFICATIONS TO THE PRODUCT

CE Marking

Packard Bell B.V. cannot be held responsible for unauthorised modifications made by the user and the consequences thereof, which may alter the conformity of the product with the CE Marking.

Radio Frequency Interference

The manufacturer is not responsible for any radio or TV interference caused by unauthorised modifications to this equipment.

CONNECTIONS AND REMOTE EARTHS

PELV (Protected Extra Low Voltage)

To ensure the extra-low voltage integrity of the equipment, only connect equipment with mains-protected electrically-compatible circuits to the external ports.

SELV (Safety Extra Low Voltage)

Every input and output of this product is classified as Safety Extra Low Voltage.

Remote Earths

To prevent electrical shock, connect all local (individual office) computers and computer support equipment to the same electrical circuit of the building wiring. If you are unsure, check the building wiring to avoid remote earth conditions.

Building Supply

Only connect the equipment to a building supply that is in accordance with current wiring regulations in your country. In the U.K., these are the IEE regulations.

BABT's Apparatus Approval

This equipment complies with BABT's Apparatus Approval No. NS/G/1234/J/100003 with regard to indirect Connection to the BT Public Switched Telephone Network. Refer to OFTEL statement SA29 for further information.

POWER SUPPLY AND CABLES

Power Supply

The power supply socket-inlet and socket-outlet (if equipped) are classified as Hazardous Voltage.

You must unplug the power supply cord to disconnect the equipment from the power supply. In that aim, the socket-outlet should be installed near to the equipment and should be easily accessible.

Under no circumstances should the user attempt to disassemble the power supply. The power supply has no user-replaceable parts. Inside the power supply are hazardous voltages that can cause serious personal injury.

A defective power supply must be returned to your dealer.

Power Cables

This equipment requires a 3-wire grounded power cord, except on certain portable computers which require a 2-wire un-grounded power cord. The cord length must not exceed 2.5 metres. To prevent electrical hazards, do not remove or disable the ground contact on the power cord. Replace the power cord if it gets damaged. Contact your dealer for an exact replacement. In Europe, the plug must be rated for 250 VAC, 10 amp minimum. The plug must display an international agency approval marking. The cord must be suitable for use in the end-user country. Consult your dealer or the local electrical authorities if you are unsure of the type of power cord to use in your country.

Cables

For cables which are not delivered with the Product in the computer's packaging:

The EMC performance of the system is guaranteed only if the cable and interface use efficient shielding.

The use of shielded interface cable is required for USB, IEEE1394, serial, printer, game, analogue or digital audio/video, Ethernet LAN, PS2, TV or FM antennas, and generally all high-speed cable interfaces.

Use only UL Listed No. 26AWG or larger telecommunication cords.

Only Ethernet LAN or RTC modem cable can have length exceeding 3 meters.

Packard Bell recommends that you add a ferrite core round clip to each cable connecting your Packard Bell computer to a hardware device that has not been delivered with your computer.

– Ferrite reference: 28A-2029 from Steward (two loops)

For Ethernet LAN cable, use FTP shielded cables only (cat ≥ 5).

During product certification, Packard Bell used the following cable quality:

– USB2.0 Certified Cables from Hama 46778
– IEEE1394 shielded FireWire from Hama 50011
– RCA-RCA shielded Audio/Video Cables from Thomson KHC001M, KHC012M, KHC028M
– Stereo Jack shielded Audio cables from Hama 43330H, 42714H
– RS232 serial shielded cable from Hama 42155
– Sub-D25 Parallel shielded cable from Hama 42175
– Ethernet Shielded Cables Cat 5e from Hama 50030

Chassis Cover Removal and Replacement

Before removing the chassis cover to service or modify the equipment, you must disconnect all power and modem cords.

CAUTION: SOME COMPONENTS INSIDE THE COMPUTER CAN BECOME HOT AFTER PROLONGED USE.

You then must close the chassis before you plug in and switch on the equipment.

Laser Compliance Statement

The optical devices are tested and certified to be compliant with International Electrotechnical Commission IEC60825-1 and European EN60825-1 standards for Class 1 laser products.

Class 1 laser products are not considered hazardous. The optical devices are designed such that there is never human access to laser radiation above a Class 1 level during normal operation or prescribed maintenance conditions.

The optical devices installed in your computer are designed for use solely as components of such electronic product and therefore do not comply with the appropriate requirements of Code of Federal Regulation Sec. 1040.10 and Sec. 1040.11 for COMPLETE laser products.

Because exposure to laser radiation is extremely hazardous, under no circumstances should the user attempt to disassemble the laser device.

Packaging

The packaging of this product is compliant with the European Environmental Directive 94/62/EC from December 20 th 1994 and its equivalent in the French Legislation by the Decree 98-638 from july 20 th 1998.

ENVIRONMENT

PACKARD BELL'S COMMITMENT TO ENVIRONMENTAL PROTECTION

Environment has been at the heart of our products.

Packard Bell is committed to limit the environmental impact of its products during product lifecycle.

Starting at design phase, with a very strict procurement policy, maximum attention is given to electronic components in order to limit their weight in heavy metals such as lead, cadmium, chromium, mercury, etc. Suppliers are asked, for each part of any product, to respect all regulations.

Packaging is a good example to illustrate the efforts conducted by Packard Bell to limit its impact on the environment. Between 2001 and 2007, Packard Bell made considerable efforts to reduce the weight of its desktop computer boxes, as it went from 2.04 kg in 2001 to 1.12 kg in 2007. This weight reduction means more products per palette, less energy necessary for deliveries, less wasted boxes, etc.

As far as end-of-life products are concerned, measures have been taken to anticipate and facilitate the recycling of all our products. Thus, all plastic parts heavier than 25 grams used in Packard Bell products are labelled ISO 11469. This label allows a quick recognition of the material and eases its valorisation. Likewise, desktop computers are designed to be easily dismantled, with screws being replaced by clips.

ENERGY STAR® PARTNERSHIP

Packard Bell is an official partner of the Energy Star® program for monitors.

Energy Star® was introduced by the US environmental Protection Agency in 1992 as a voluntary labelling program designed to promote energy-efficient products, in order to reduce carbon dioxide emissions. By joining this program, Packard Bell will help reduce your energy bill and contribute to reducing air pollution and protecting the earth's climate for future generations.

Packard Bell has determined that all Packard Bell monitors meet the Energy Star® guidelines for energy efficiency.

You can find more information about Energy Star® on the Energy Star® web site: **www.energystar.gov**.

PRODUCT DISPOSAL

The 2002/96/EC Directive, known as Waste Electrical and Electronic Equipment (WEEE) Directive, requires that used electrical and electronic products must be disposed of separately from normal household waste in order to promote reuse, recycling and other forms of recovery and to reduce the quantity of waste to be eliminated with a view to reducing landfill and incineration. The crossed-out dustbin logo is there to remind you that these products must be sorted separately for disposal. These rules concern all your Packard Bell products (computer, monitor, GPS, MP3 player, external hard drive) and also all accessories, such as keyboard, mouse, speakers, remote control, etc. When you have to dispose of such products, make sure that they are correctly recycled by checking with your local authority, or by returning your old equipment to your retailer if you are replacing it. For information, visit **www.packardbell.com/recycling**.

Battery Disposal (when applicable)

Before disposing of your equipment ensure that you have removed any batteries that may be fitted in the equipment. European law states that batteries must be collected for disposal separately from household waste. Do not throw your used batteries in the dustbin. Dispose of your used batteries via a battery collection scheme where available, or ask your distributor or local authority what infrastructures you can use. Your efforts will enable the safe collection, recycling and destruction of used batteries and will help protect the environment and reduce health hazards.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

SOFTWARE LICENSE

Note: Most of the software applications are already preinstalled on your Packard Bell computer. They are ready to use or to set up. However, some titles require a CD or DVD to run. You will find these discs in your computer's packaging.

Packard Bell B.V. License Agreement (CD and/or DVD Products). This copy of the original is your proof of license. Please treat it as valuable property.

IMPORTANT

READ CAREFULLY BEFORE INSTALLING THE SOFTWARE.

The following License Agreement applies to you. This is a legal agreement between you (either individual or an entity) and Packard Bell B.V. By installing the software you are agreeing to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, promptly return your entire computer system, the unopened software packet(s), if any, as well as the accompanying terms (including written materials or other container(s)) in the place you obtained them for a full refund.

PACKARD BELL B.V. SOFTWARE LICENSE

1. Grant of License

This Packard Bell B.V. License Agreement ("License") permits you to use one copy of the specified version of the Packard Bell B.V. SOFTWARE identified above (which may include at least one CD or DVD disc) on any single computer, provided the SOFTWARE is in use on only one computer at any time. If you have multiple Licenses for the SOFTWARE, then at any time you may have as many copies of the SOFTWARE in use as you have Licenses. The SOFTWARE is "in use" on a computer when it is loaded into the temporary memory (i.e. RAM) or installed in the permanent memory (e.g. hard disk, CD and/or DVD, or other storage device of that computer, except that a copy installed on a network server for the sole purpose of distribution of other computer is not "in use." If the anticipated number of users of the SOFTWARE will exceed the number of applicable Licenses, then you must have a reasonable mechanism or process in place to assure that the number of persons using the SOFTWARE concurrently does no exceed the number of Licenses. If the SOFTWARE is permanently installed on the hard disk or the storage device of a computer (other than a network server) and one person uses that computer more than 80% of the time it is in use, then that person may also use the SOFTWARE on a portable or home computer.

2. Copyright

The SOFTWARE is owned by Packard Bell B.V. or its suppliers and is protected by United States copyright laws and international treaty provision. Therefore, you must treat the SOFTWARE like any other copyrighted material (e.g. a book or musical recording) except that you may transfer the CD and/or DVD disc portion of the SOFTWARE, if any, to a single hard disk provided you keep the original solely for backup or archival purposes. You may not copy the CD and/or DVD disc portion of the SOFTWARE or the written materials accompanying the SOFTWARE.

3. Other Restrictions

You may not rent or lease the SOFTWARE, but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile or disassemble the SOFTWARE. Any transfer of the SOFTWARE must include the most recent update and all prior versions.

INDEX

A

Aerial 11
Audio CDs 25, 46
Audio ports 11
Autoplay 26

B

Backups 13
Batteries 63
  Battery disposal 57, 63
BIOS 41, 54
Blu-ray 9, 26
Boot process 41
Browser 17

C

Cable modem 48
Cables 4, 61
Cleaning your computer 4
Codec 26
Computer environment 4
Connectors 10
Control devices
  Keyboard 5, 6, 44
  Mouse 5, 44, 45
Convergence 13
Copy protection 46
Copyright notice 2
Cordless devices 5
Cursor 7

D

Device Manager 43
Diagnose & Repair 38
Dial-up modem 47
Disk Cleanup 28
Disk Defragmenter 29
Display 45
Documentation
  Packard Bell InfoCentre 23
  Packard Bell Website 19
Download 26
Drives 8
  Hard Disk Drive ..... see HDD
  Memory card reader 8
  Optical drives 9
DSL 15, 48
DVI port 11

E

Electronic Program Guide 25
E-mail 49
Environment 63
Epilepsy warning 5
Error checking 28
eSATA 11
External hardware devices 51

F

Firewall 33, 35
FireWire 11
Formatting a memory card 9

G

Google Desktop 18

H

HDD (Hard Disk Drive)
  Free space 28
  Management 29
  Recovery data 20
HDMI 11
Health precautions 4
Helpdesk 28

I

IEEE 1394 11
InfoCentre 6, 16
Infrared receiver 7, 11
Installing software 52
Interference 45, 61
Internal hardware 40
Internet
  Connection 15
  Firewall 33, 35
Internet Explorer 18
Internet Service Provider (ISP) 15

K

Keyboard 5, 6, 44
  Multimedia buttons 6

L

LAN (Local Area Network) 16
Last Known Good Configuration 31, 42
LCD screen 45
Line-Out 11

M

Maintenance
  HDD management 29
  Recovery Backup Creator 20, 28
  Recovery DVD Creator 52
  System tools 30
Malware 33
Memory 13
Memory card reader 8, 11
Microphone 11
Modem 15, 47
Monitor 39
Mouse 5, 44, 45
Multimedia files 25
Multimedia keyboard 6

N

Network connections 16

Norton Internet Security 32, 33

O

Optical drives 9

P

Packard Bell
- InfoCentre 3, 23
- Packard Bell Updator 23
- Recovery Backup Creator 20, 28
- Recovery Program 52
- Smart Restore 52
- Website 19

Picasa 19
Pointer 7
Ports 10
Power cords 4
Power on/off 11
Power saving modes 13
Printer 49
PS/2 10

R

Recovery
- Recovery Backup Creator 20, 28
- Recovery DVD Creator 3, 52
- Recovery Program 52
- System Restore 30

Regulatory Information 61, 63
Remote control 7
- Receiver 11

Removable media devices 9
Removing hardware 9
Removing software 30
Restore points 31

S

Safe Computing 28
Safe mode 41
Safety precautions 4
Screen saver 39
Security
- Antivirus 33
- Setup my PC 20
- Updates 32, 36
- Windows Security Center 32, 35

Setup my PC 20
Shutdown 12
Sleep mode 12, 39
Smart Restore 48, 52
Software
- Installing software 52
- Removing software 30
- Setup my PC 20
- Software library 24
- Software License 64

Speakers 27
Spyware 32
Storage 13
Support
- Online Troubleshooter 38
- Packard Bell InfoCentre 23
- Packard Bell Website 19

S-Video 11
System requirements 50
System Restore 30, 43
System tools
- Disk Cleanup 28
- Disk Defragmenter 29
- Error checking 28
- Windows System Restore 30

T

Task Manager 44
Troubleshooting
- Display 45
- Internet 47
- Keyboard 44
- Mouse 44
- Printer 49
- Sound 46
- Top cases 38

TV tuner 11, 25
TV-Out 11

U

Uninstalling hardware 9
Uninstalling software 52
Update
- Antispyware 32
- Antivirus 32
- Windows automatic updates 32, 36

Upgrading
- Recycling 14
- Storage 13
- Warranty 14

USB 10
User Account Control 37
User's Guide 23

V

VGA port 11
Volume controls 27

W

Warranty 14, 40, 56
WiFi 16
Windows
- System Restore 30
- Using Windows 20
- Windows automatic updates 32, 36
- Windows Firewall 36
- Windows Media Center 7, 25
- Windows Media Player 25
- Windows Remote Assistance 37
- Windows Security Center 32, 35

Windows Defender 36